

DECCAN EDUCATION SOCIETY - Since 1884

**DES PUNE
UNIVERSITY**

Apex Manual

(As per ISO 21001:2025 standard)

Issue No.: 01 Dtd. 15-12-2025

MASTER COPY



**DES PUNE
UNIVERSITY**

Master List of Processes

DI No.: AM / A

Issue No.: 01 Date: 15-12-2025

Rev. 00 Dtd. 15-12-2025

Ref. Clause: 7.5

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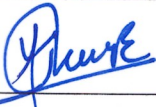
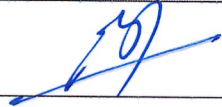
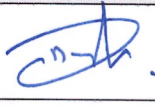
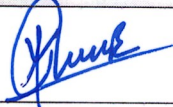
Controlled copy holders of this D. I. are:

Master Copy: EOMS Coordinator

Controlled Copy: Vice Chancellor, All Deans, HOS

Procedure No.	Title	Rev. No.	Rev. Date
A. Governance and Quality			
AM/A	Master List of Processes	00	15-12-2025
AM/B	Revision Sheet	00	15-12-2025
AM/C	Normative References	00	15-12-2025
B. Apex Manual			
AM/1	Introduction to DES Pune University (DESPU)	00	15-12-2025
AM/2	Scope and Boundaries of EOMS	00	15-12-2025
AM/3	Organization Staff Structure	00	15-12-2025
AM/4	Roles, Responsibilities and Authorities	00	15-12-2025
AM/5	Vision, Mission and EOMS Policy	00	15-12-2025
AM/6	EOMS Objectives – Organizational and Departmental	00	15-12-2025
AM/7	Process Flow Chart, Sequence and Interaction	00	15-12-2025
AM/8	ISO 21001:2025 Clauses Vs Processes Cross Reference	00	15-12-2025
AM/9	ISO 21001:2025 Clauses Vs Processes Cross Reference	00	15-12-2025
AM/10	ISO 21001:2025 Clauses Vs Processes Cross Reference	00	15-12-2025
AM/ANX/A	EOMS Principles Vs DESPU Practice Mapping	00	15-12-2025
AM/ANX/B	Abbreviations	00	15-12-2025

All the above documents from AM/ A to AM/ANX/B are

			
Prepared By: EOMS Coordinator	Verified By Dean Quality Assurance	Approved By: Vice Chancellor	Issued By: EOMS Coordinator

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 DES PUNE UNIVERSITY	Revision Sheet	DI No.: AM / B
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D. I. No.	Rev. No.	Revision Date	Nature of Change	Approved By
All	00	15-12-2025	Original Issue, Issue No. 01 dtd. 15-12-2025	Vice Chancellor

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 DECCAN EDUCATION SOCIETY - Since 1984 DES PUNE UNIVERSITY ॐ विद्यायां ॐ विद्यायां In pursuit of knowledge	Normative References	DI No.: AM/ C
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The following documents are normatively referenced in this Apex Manual.

For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

1. ISO 9000: 2015 Standard – Quality Management Systems – Fundamentals and Vocabulary
2. ISO 21001:2025 Standard – Educational Organizations – Management Systems for Educational Organizations – Requirements with Guidance for Use.
3. ISO 19011: 2025 Standard – Guidelines for Auditing Management Systems

 DECCAN EDUCATION SOCIETY - Since 1884 DES PUNE UNIVERSITY By pursuit of knowledge	Introduction to DES Pune University (DESPU)	DI No.: AM / 01
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A. Introduction:

DES Pune University (DES PU), Pune, is a State Private University established under the Maharashtra Private Universities Act, 2023, and promoted by the Deccan Education Society (DES), Pune. The University inherits and builds upon the rich educational legacy of the Deccan Education Society, which has been contributing to nation-building and educational excellence since its establishment in **1884** by eminent visionaries dedicated to the cause of quality education.

Situated at the Mukunddas Lohia Academic Complex, Shivajinagar, Pune, DES Pune University aspires to redefine higher education by integrating academic rigor with innovation, research, entrepreneurship, and societal engagement. The University is committed to developing competent, ethical, and socially responsible graduates capable of addressing contemporary global challenges through knowledge, creativity, and leadership.

DES Pune University provides a multidisciplinary learning environment through its various schools and centers of excellence, offering undergraduate, postgraduate, doctoral, and skill-based programmes aligned with the principles of the National Education Policy (NEP) 2020. The University promotes flexibility in learning, interdisciplinary education, experiential learning, research orientation, and industry integration to enhance learner success and employability.

The University recognizes learners and other stakeholders as the focal point of its educational ecosystem. Through learner-centric policies, competent faculty, modern infrastructure, collaborative partnerships, and effective governance systems, DES Pune University strives to create an inclusive and enabling environment that supports academic achievement, innovation, holistic development, and lifelong learning.

In pursuit of continual improvement and academic excellence, DES Pune University has adopted the Educational Organizations Management System (EOMS) in accordance with ISO 21001:2025. The EOMS provides a systematic framework to ensure the consistent delivery of quality educational services, fulfilment of applicable statutory and regulatory requirements, effective management of opportunities and risks, enhancement of stakeholder satisfaction, and promotion of a culture of evidence-based decision-making and continual improvement.

The University remains committed to its guiding philosophy of "In Pursuit of Knowledge", while upholding the values of integrity, accountability, inclusiveness, innovation, excellence, and social responsibility in all its academic and administrative endeavors.

B. Purpose of Inclusion in ISO 21001:2025 EOMS Manual:

This introduction provides the organizational context of DES Pune University and establishes the University's commitment towards learner-centric education, stakeholder satisfaction, statutory compliance, and continual improvement through the implementation of the ISO 21001:2025 Educational Organizations Management System.

 DECCAN EDUCATION SOCIETY - Since 1884 DES PUNE UNIVERSITY By pursuit of knowledge	Scope and Boundaries of EOMS	DI No.: AM / 02
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The scope of the DES Pune University (DESPU), ISO 21001:2025 Educational Organizations Management System is -

A. Scope:

“Design, Development and Providing Educational Services to the Undergraduate, Postgraduate, Doctoral learners in various streams of Engineering & Technology, Science & Mathematics, Business & Management, Humanities & Social Sciences, Design & Arts and Education as per the norms of Affiliating and Accrediting authorities.”

All clauses of EOMS are applicable to DESPU except following:

8.5.1.1 (f)

Justification:

Clause 8.5.1.1 (f): As outputs of all our processes (teaching & learning) can be measured through subsequent inspection (Internal and university examination result), this clause is not applicable to us.

B. Boundaries of EOMS of DESPU:

DES Pune University,

182, Mukunddas Lohia Academic Complex,
Behind BMCC Campus, Agharkar Road,
Shivajinagar, Pune, Maharashtra. Pin. 411004.
Website: <https://despu.edu.in/>

 DESPUNE UNIVERSITY DECCAN EDUCATION SOCIETY - Since 1884 In pursuit of knowledge	Organization Structure	DI No.: AM / 03
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Refer Attached Annexure for Organization Structure.

 DECCAN EDUCATION SOCIETY - Since 1884 DES PUNE UNIVERSITY By pursuit of knowledge	Roles, Responsibilities and Authorities	DI No.: AM / 04
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Position: Vice Chancellor

Responsibilities:

- Perform such other duties as may be prescribed under the Act, Statutes, Ordinances, and Regulations.
- EOMS Responsibilities:
 - Ensuring the integration of the EOMS requirements into the organization's business processes.
 - Ensuring that the resources needed for the EOMS are available.
 - Communicating the importance of effective educational organization management and of conforming to the EOMS requirements.
 - Ensuring that the EOMS achieves its intended outcomes.
 - Directing and supporting persons to contribute to the effectiveness of the EOMS.
 - Promoting continual improvement.
 - Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
 - Ensuring that educators and staff maintain, update and improve their competence.
 - Promoting the use of the process approach and risk-based thinking.
 - Accountable for the effectiveness of the EOMS.
 - Supporting the sustainable implementation of the educational vision and related educational concepts.
 - Establishing, developing and maintaining a strategic plan for the organization.
 - Ensuring that learners' educational requirements, including special needs, are identified and addressed.
 - Considering principles of social responsibility.
 - Promoting fairness, transparency and ethical behaviour at all levels of the organization.
 - The needs and expectations of learners and other beneficiaries are determined, understood and consistently met, as evidenced by monitoring their satisfaction and educational progress.
 - The risks and opportunities that can affect conformity of products and services and the ability to enhance learner and other beneficiary satisfaction are determined, understood and consistently met.
 - To ensure that resources and training are in place to support accessibility to learners with special needs in learning environments.
 - To ensure that reasonable accommodation is provided for learners with special needs to promote an equitable access to facilities and the educational environments as other learners.

Authorities:

- Exercise powers of superintendence, direction, and control over the affairs of the University as the principal executive and academic officer.
- Issue necessary orders, directions, and administrative instructions and seek reports, records, and information from any University authority or unit for effective governance.
- Take immediate action in urgent situations affecting the interests of the University and report such actions in accordance with statutory provisions.

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- Require reconsideration of decisions inconsistent with the Act or prejudicial to the interests of the University and refer unresolved matters to the President for a final decision.
- Delegate powers, constitute committees, represent the University before external agencies, and exercise disciplinary and other powers as prescribed under the Act, Statutes, and Regulations.

Position : EOMS Coordinator

Responsibilities:

- To ensure that the processes needed for the Educational Organizations Management System are established, implemented and maintained.
- To control the distribution and changes in the Educational Organizations Management System documented information.
- To liaison with external parties on the matters relating to the EOMS.
- To Plan and conduct Internal Audit and Management Review Meeting.
- To ensure that EOMS Objectives are tracked and necessary actions are initiated.
- To plan, organize training related to ISO 21001:2025 Standard.
- To ensure that the EOMS conforms to the requirements of ISO 21001:2025 Standard.
- To ensure that the processes are delivering their intended outputs.
- To report on the performance of the EOMS and on opportunities for improvement to top management.
- To ensure the promotion of learner focus throughout the Organization.
- To ensure that the integrity of the EOMS is maintained when changes to the EOMS are planned and implemented.
- Managing the organization's communications.

Authorities:

- To monitor and conduct review of all the EOMS processes in the Organization.
- To review the changes in the EOMS requested by the concerned process owners and incorporate the change in the documentation.
- To monitor the EOMS internal audit activity by deciding audit plan and schedule.
- To verify the corrective actions taken by the auditee and to close the audit non-conformity.
- To organize MRM as per plan with intimation to the Vice Chancellor.
- To represent the Organization for EOMS liaising with consultants, certification bodies.

*** Note : Responsibilities of other personnel are documented in respective departmental process manuals.**

 DES PUNE UNIVERSITY DESIGN EDUCATION SERVICE PROVIDER	Vision Mission and EOMS Policy	DI No.: AM / 05
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1. **Vision**

To be globally recognized as a knowledge and resource generation center that contributes to regional, national and global development.

2. **Mission**

To foster the spirit of inquisitive learning. To contribute to national development with a global perspective rooted in academic knowledge and cultural wisdom. To create multidisciplinary environment for co-creation of knowledge through research and innovation.

3. **Values**

"Nation First", Trust, Transparency, Integrity and Discipline

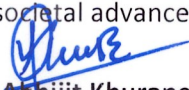
4. **EOMS Policy**

'DES Pune University is committed to nurture inclusive, learner centric, and globally acclaimed education that to contribute towards regional, national, and global development. The University strives to foster a quality culture, promote research, innovation, and ensure continuous improvement through systematic implementation of the Management System for Educational Organization (EOMS).'

Through the active involvement of the Internal Quality Assurance Cell (IQAC), the University ensures that quality enhancement and assurance become integrated, institutionalized, and participatory processes across all academic and administrative functions.

5. **DES Pune University is committed to:**

- a. **Enhance Learner Experience and Success:** Ensure learner-centre approaches that promote accessibility, equity, well-being and continuous support, enabling all learners to achieve their full potential.
- b. **Promote Integrity, Innovation, and Research Culture:** Foster an environment that encourages creativity, inquiry, critical thinking and ethical behaviour in teaching, learning, research, and community engagement.
- c. **Engage Stakeholders Effectively:** Identify, understand and respond to the needs, expectations and feedback of learners, faculty, staff, employers, regulatory bodies, alumni and society at large.
- d. **Guarantee Quality and Relevance of Educational Programs:** Design and deliver curricula that are outcomes-based, industry-relevant, inclusive and aligned with societal, technological, and global developments.
- e. **Ensure Competence and Professional Growth:** Support continuous faculty and staff development through structured training, performance evaluation and capacity-building initiatives.
- f. **Strengthen Governance, Ethical Conduct and Transparency:** Implement effective leadership, decision-making, and accountability mechanisms to ensure compliance with statutory requirements and international best practices.
- g. **Drive Continual Improvement:** Use data-driven evaluation, audits, risk-based thinking and evidence-based decision-making to improve processes, services and academic outcomes.
- h. **Commit to Sustainable and Socially Responsible Growth:** Align institutional initiatives with principles of sustainability, environmental stewardship, digital transformation and contribution to societal advancement.


Abhijit Khurape
 EOMS Coordinator


Dr. Rajesh Ingle
 Vice Chancellor

Date: 15-12-2025

 DECCAN EDUCATION SOCIETY - Since 1884 DES PUNE UNIVERSITY In pursuit of knowledge	EOMS Objectives	DI No.: AM / 06
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Organizational EOMS Objectives:

In accordance with ISO 21001:2025 requirements, the Organizational EOMS Objectives established by DES Pune University serve as the overarching strategic framework for quality, operational excellence, and learner success. To ensure university coherence, process integrity, and total governance, these Organizational EOMS Objectives are directly mapped and deployed across all nine (9) Functional EOMS Process Manuals of the University as follow:

A. Departmental EOMS Objectives:

a. Department: Academics:

Sr.	Objectives (What will be done)	Indicator	Required Resources	Methodology of Measurement (How)	Frequency of monitoring (When)	Responsibility
01	To have a continual improvement in final results of examination	%	Availability of required infrastructure, approved budget, competent team,	Count percentage as a ratio of total number of learners pass in examination to the total number of learners appeared for the examination	Once in a semester	Dean / HoS / Faculty / Class Coordinator
02	To organize events and activities for continual development of learners	Nos.	Availability of required infrastructure, approved budget, competent team,	Count the number of events organized for continual development of learners	Once in a semester	Learner Activity Coordinator
03	To promote learner participation in technical and non-technical events	Nos.	Availability of required infrastructure, approved budget, competent team,	Count the number of learners participated in technical and non-technical events	Once in a semester	Learner Activity Coordinator
04	To encourage learner publications	Nos.	Availability of required infrastructure, approved budget, competent team,	Count the number of learner publication	Once in a semester	R&D Coordinator
05	To enhance learner placement and internships	Nos.	Availability of required infrastructure, approved budget, competent team,	Count percentage as a ratio of learners placed to the total number of final year learner Count percentage as a ratio of learner completed the internship to the total learner of	Once in a semester	Placement Coordinator

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Sr.	Objectives (What will be done)	Indicator	Required Resources	Methodology of Measurement (How)	Frequency of monitoring (When)	Responsibility
				the respective class		
06	To enhance relation with corporate and research agencies	Nos.	Availability of required infrastructure, approved budget, competent team,	Count the number of activities in collaboration through MOUs	Once in a semester	R&D Coordinator
07	To organize programs for faculty development	Nos.	Availability of required infrastructure, approved budget, competent team,	Count the number of programs organized for faculty development	Once in a semester	Faculty Activity Coordinator
08	To stimulate participation of faculty in training programs	Nos.	Availability of required infrastructure, approved budget, competent team,	Count the number of faculty attending trainings / FDP / STTP / Workshops	Once in a semester	Faculty Activity Coordinator
09	To improve faculty publications	Nos.	Availability of required infrastructure, approved budget, competent team,	Count the number of faculty publication	Once in a semester	R&D Coordinator
10	To enhance faculty research	Nos.	Availability of infrastructure,	Count the number of research proposals	Once in a semester	R&D Coordinator

b. Department: Administration:

Sr.	Objectives (What will be done)	Indicator	Resources Required	Methodology of Measurement (How)	Frequency of monitoring (When)	Responsibility
01	To fulfill the sanctioned intakes of all constituent schools.	%	Availability of required infrastructure, competent team, approved budget	Ratio of Admitted learners to the total sanctioned intake for each school branch wise	Yearly	Dean Admissions
02	To ensure the completeness of documents submitted to Maharashtra	Number		Count the number of incidences where notices received about	Monthly	Registrar & Concerned section In-Charge

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Sr.	Objectives (What will be done)	Indicator	Resources Required	Methodology of Measurement (How)	Frequency of monitoring (When)	Responsibility
	Govt., AICTE, and other statutory bodies semester wise for current academic year			not meeting deadlines.		
03	To resolve maintenance issues on time	%		Ratio of the total number of maintenance complaints resolved to the total number of maintenance complaints received	Monthly	Estate Manager
04	To resolve IT Software and Hardware issues on-time	%		Ratio of the total number of IT Hardware and Software complaints resolved to the total number of IT Hardware and Software complaints received.	Monthly	IT Manager
095	To ensure timely manpower recruitment, complete staff appraisals, and enhance competence development.	Percentage (%) / Turnover Rate	Approved HR budget, appraisal system, training provisions, competent HR team.	Time-to-fill sanctioned vacancies and percentage of personnel completing annual performance appraisals.	Quarterly / Annual	HR / Assistant Registrar/ Registrar
06	To ensure timely material procurement, efficient stock verification, and effective vendor management.	Percentage (%) / Days	ERP procurement module, approved vendor list, storage facility, inventory control system.	Percentage of purchase orders processed and delivered within defined SLA timelines.	Quarterly	CPC Head / Purchase Officer
07	To maintain strict budget utilization adherence and ensure zero-default financial	Percentage (%)	Financial accounting software, audit framework, approved	Variance percentage between approved budget vs. actual	Semester-wise / Annual	Finance & Accounts Officer

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Sr.	Objectives (What will be done)	Indicator	Resources Required	Methodology of Measurement (How)	Frequency of monitoring (When)	Responsibility
	statutory compliance.		budgetary provisions.	expenditure and 100% compliance in financial statutory filings.		
08	To ensure timely conduction of internal EOMS audits and Management Review Meetings (MRM).	Plan vs. Actual	Trained internal auditors, auditees, MRM facility, audit documentation tools.	Plan vs. Actual ratio of internal audits conducted and Management Review Meetings held.	Six-Monthly	EOMS Coordinator

c. Department: Internal Quality Assurance Cell (IQAC)

S. N.	Objectives (What will be done)	Indicator	Required Resources	Methodology of Measurement (How)	Frequency of Monitoring (When)	Responsibility
1.	Achieve and Sustain NAAC Accreditation for the University	NAAC Grade and CGPA	Budget, Competent IQAC team, Infrastructure, MIS	NAAC Peer Team outcome and CGPA awarded	Once in 5 years (with annual internal review)	IQAC Coordinator, Steering Committee
2.	Improve performance in National and International Rankings (NIRF, QS, etc.)	Rank / Score	Faculty Participation, data Analysis support, access to ranking portal	Official ranking score and published rank	Annually	Dean-Quality Assurance
3.	Establish, implement, and maintain EOMS Certification	Certification Status	ISO Consultant Team, Internal EOMS (ISO) team, training provisions, Documentation facilitation.	Completion of gap analysis, audits, MRM decisions and certification	Semester wise; Certification as per cycle	EOMS (ISO) Coordinator
4.	Ensure statutory and Regulatory compliances including UGC	% compliance status	Administrative Office, Academic expertise	Compliance Checklist and approval letters	Annually	Registrar, Dean-Academics / IQAC
5.	Enhance teaching-learning quality and learner satisfaction	Feedback index	LMS (ERP), Feedback tools.	Stakeholder feedback analysis	Every semester	Administrative Office, ERP Team, Dean-Academics, IQAC
6.	Ensure continual improvement of	No. of activities/	Budget, Competent	IQAC MOM and ATR	Semester	Dean-Quality Assurance/ IQAC

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S. N.	Objectives (What will be done)	Indicator	Required Resources	Methodology of Measurement (How)	Frequency of Monitoring (When)	Responsibility
	the IQAC Processes	improvements	IQAC team and Infrastructure			

d. Department: Research and Innovation

Sr.	Objectives (What will be done)	Indicator	Resources Required	Methodology of Measurement (How)	Frequency of monitoring (When)	Responsibility
01	Enhance doctoral enrolment	%	Availability of required infrastructure, approved budget, competent team,	Count percentage as a ratio of total number enrollment to total number of vacancies	Once in a year	Dean / HoS
02	Improve timely completion of Ph.D. programs	%	Availability of required infrastructure, approved budget, competent team,	To calculate percentage of scholars completing within prescribed duration	Once in a year	Dean / HoS
03	Strengthen research publications	No	Availability of required infrastructure, approved budget, competent team,	Calculate average publications per scholar before thesis submission	Once in a year	Dean / HoS

e. Department: Library

Sr.	Objectives (What will be done)	Indicator	Resources Required	Methodology of Measurement (How)	Frequency of monitoring (When)	Responsibility
1.	To ensure the availability of reading resources as per the AICTE and UGC norms.	Number of Learner : Book	Availability of books, e-resources, periodicals, journals, required infrastructure	For AICTE Learner: Book Per Division: 50 titles and 5vols. for each title UGC -1:8 (as applicable to affiliated programs)	Yearly	Librarian
2.	To ensure the availability of reading resources other than curriculum	Number		To count no. of other then curriculum resources i.e. competitive exams and general reading books. Motivational books	Yearly	Librarian

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Sr.	Objectives (What will be done)	Indicator	Resources Required	Methodology of Measurement (How)	Frequency of monitoring (When)	Responsibility
3.	To ensure the availability of e-resources	Number		To count no. of e-resources	Yearly	Librarian
4.	To increase the number of titles as per UGC / AICTE guidelines.	Number	Approved budget	To count no. of new titles & additional volumes	Yearly	Librarian
5.	Utilization of sanctioned budget	%	Budgetary Provisions, Timely approvals and sanctioning	Approved budget vs. utilized amount	Semester wise	Librarian
6	Utilization of library resources	Number (%)	Availability of resources, Reading Hall with adequate seating capacity Library scheduled, Digital library etc.	Program-wise learner count vs utilization ratio	Monthly	Librarian
7	Organizing Library orientation sessions	Numbers	Library services and resources, training facility	No. of programs conducted in AY 2) No. of beneficiaries	Semester wise	Librarian
8	Preservation of Rare books	Numbers	Donations, Through E resources	Increase no. of rare books and ensure its preservation	Yearly	Librarian

f. Department: Examination

Sr.	Objectives (What will be done)	Indicator	Resources Required	Methodology of Measurement (How)	Frequency of monitoring (When)	Responsibility
01	Timely Registration of Learners	%	Availability of required infrastructure, competent team	(Number of learners Registered up to one week before the exam) / (Total Number of Admitted Learners) * 100	Each semester	COE
02	Timely availability of Question Papers	%		(Number of Question Papers Received 2 days before the exam) / (Total Number of Question Papers) * 100	Each semester	COE
03	Reduction in the Unfair Means cases	Numbers		Number of cases of Unfair Means Observed	Each semester	COE

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Sr.	Objectives (What will be done)	Indicator	Resources Required	Methodology of Measurement (How)	Frequency of monitoring (When)	Responsibility
04	Timely Completion of Assessment (Within 10 Days after Examination)	%		(Number of Course Assessment Completed in Time) / (Total Number of Courses) * 100	Each semester	COE
05	To Improve the First Time Right (FTR) of Grade Cards	%		(Total Number of Grievances related to Grade Cards) / (Total Number of Grade Cards Printed) * 100	Each semester	COE

g. Department: Hostel

Sr.	Objectives (What will be done)	Indicator	Resources Required	Methodology of Measurement (How)	Frequency of monitoring (When)	Responsibility
01	To resolve the learner complaints related to Hostel facilities.	%	Availability of required infrastructure , competent team, approved budget	Ration of Number of complaints resolved to number of complaints received in the month	Monthly	Chief Rector & Rector
02	To ensure safety and security of learners in hostel.	Number		Count number of theft incidences in hostel.	Monthly	Chief Rector & Rector
		Number		Count number of ragging / fighting incidences in hostel.	Monthly	Chief Rector & Rector

h. Department; Career Services Department

Sr.	Objectives (What will be done)	Indicator	Resources Required	Methodology of Measurement (How)	Frequency of monitoring (When)	Responsibility
01	Improve collaboration with service providers for training and placement services	Number	Availability of required infrastructure, internet connectivity, approved budget, competent team, transport vehicles	Count number of MOUs / P.O. for collaboration services	Quarterly	Director Career Services & Training, Director Placement

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Sr.	Objectives (What will be done)	Indicator	Resources Required	Methodology of Measurement (How)	Frequency of monitoring (When)	Responsibility
02	Plan training for enhancing learner employability skills	Plan vs Actual	Approved budget	Plan vs Actual of School wise Training calendar	Monthly	Director Career Services & Training
03	To increase the participation of companies in placement drives.	Number	Approved budget	Count number of companies coming for placement	Yearly	Director Placement
04	To increase number of learners placed through placement drives	Percentage		Calculate percentage of school wise learners placed out of total willing and eligible learners in the school	Yearly	Director Placement

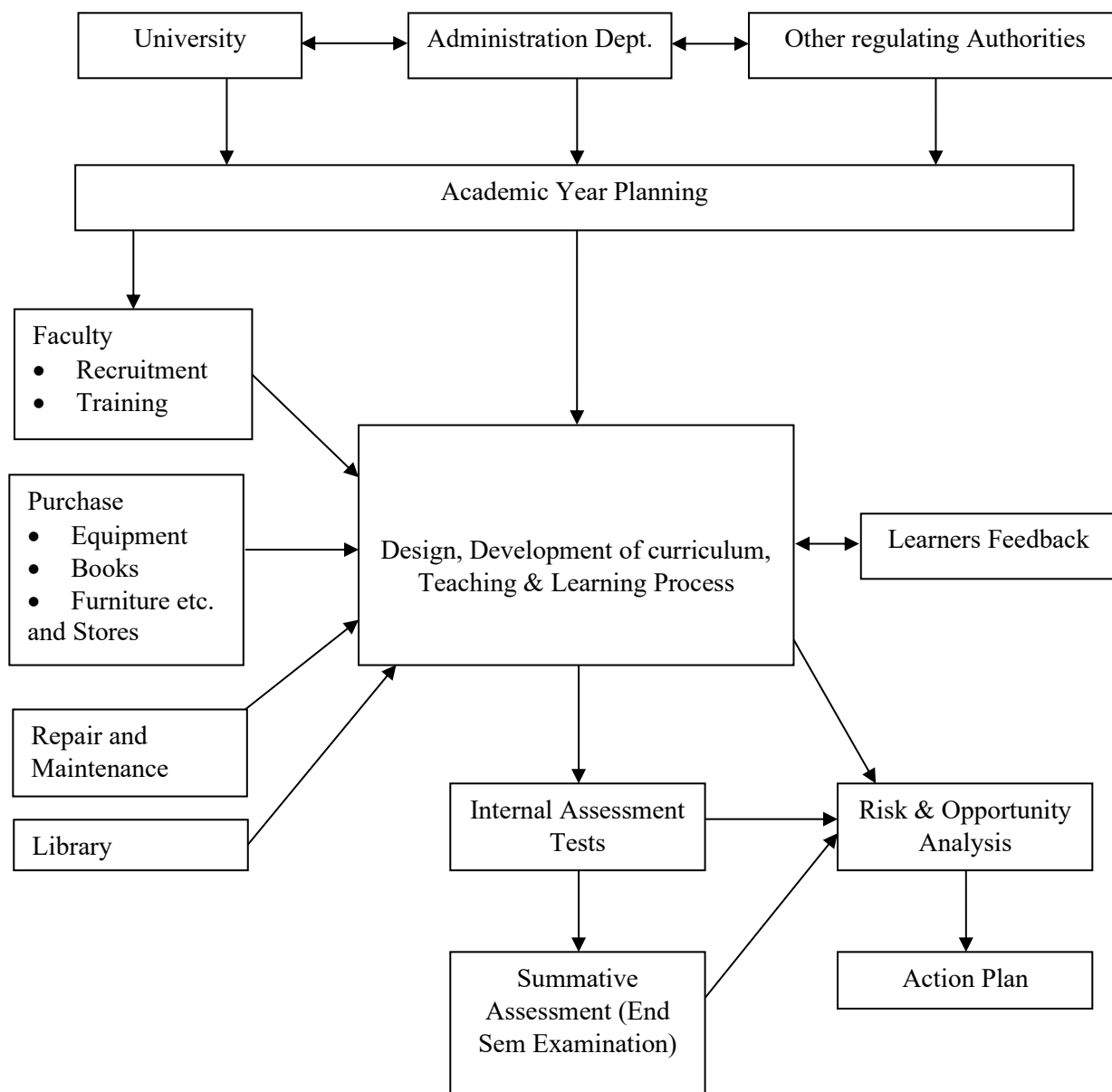
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i. Department: EOMS Coordinator

Sr.	Objectives (What will be done)	Indicator	Resources Required	Methodology of Measurement (How)	Frequency of monitoring (When)	Responsibility
01	To ensure conduction of internal audit as per the decided frequency.	Plan Vs Actual	Plan Vs Actual of internal audit	Trained internal auditors, auditees, availability of required infrastructure	Six Monthly	EOMS Coordinator
02	To ensure conduction of Management Review Meeting (MRM) as per the decided frequency.	Plan Vs Actual	Plan Vs Actual of MRM		Six Monthly	EOMS Coordinator

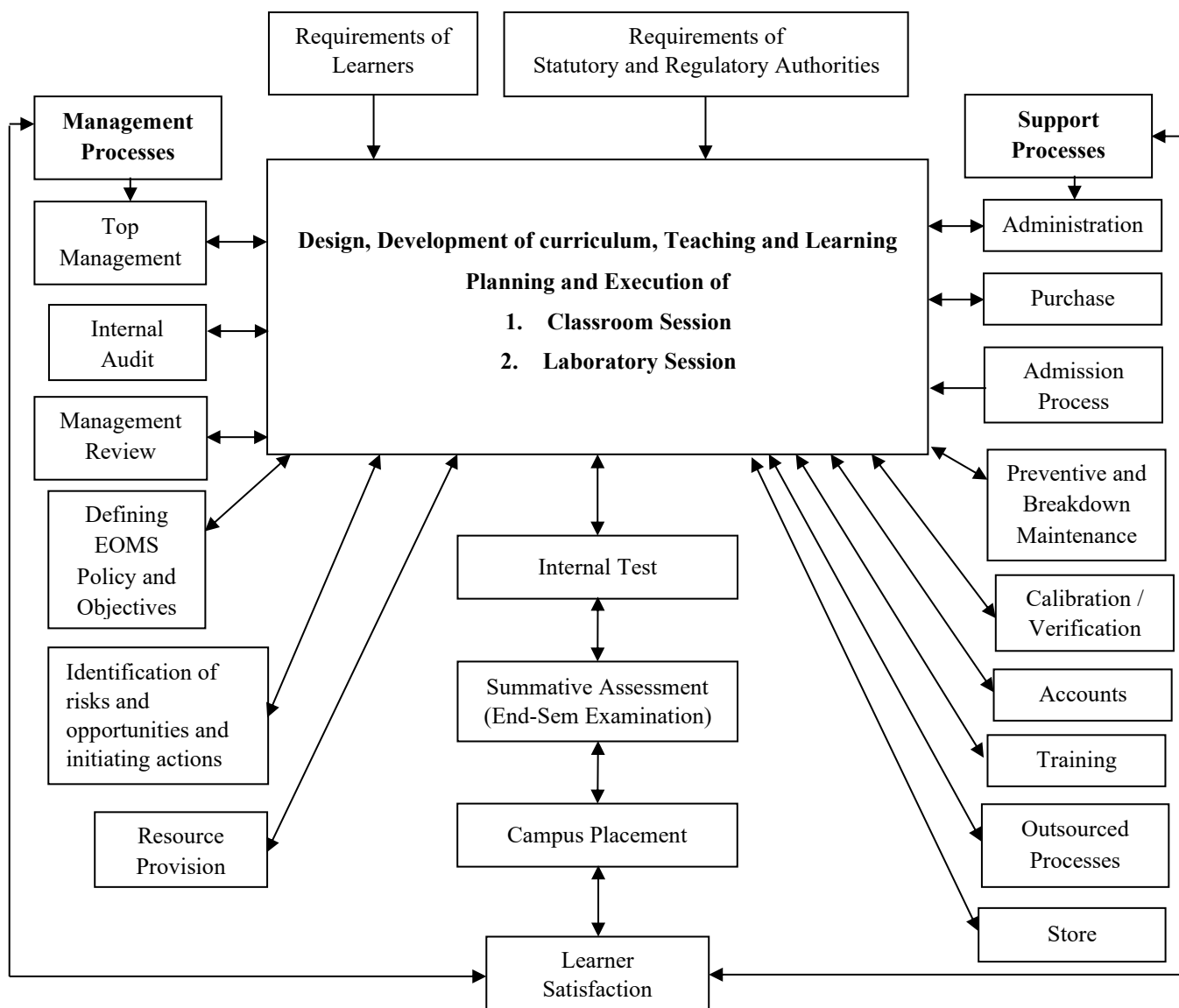
 DECCAN EDUCATION SOCIETY - Since 1884 DES PUNE UNIVERSITY In pursuit of knowledge	Process Flow Chart, Sequence and Interaction	DI No.: AM / 07
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A. Process Flow Chart:



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B. Process sequence and interaction:



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4.1	EOMS/PR/04, EOMS/DI/04	DES Pune University (DESPU) has determined external and internal issues that are relevant to its purpose, affecting its ability to achieve the intended results of its Educational Organizations Management System (EOMS). DESPU has determined that climate change is a relevant issue. The DESPU monitors and reviews information about these external and internal issues during MRM once in six months.
4.2	EOMS/PR/04, EOMS/DI/05	Due to their effect or potential effect on the DESPU's ability to consistently and sustainably provide services, the DESPU has determined the interested parties and their requirements relevant to the EOMS. Learners, parents, recruiting industries, Alumni, Management, University staff, goods and service providers, statutory and regulatory authorities, educational organizations, media and society are the interested parties of DESPU. The DESPU monitors and reviews information about these interested parties and their relevant requirements during MRM once in six months.
4.3	AM / 02	The DES Pune University (DESPU) has determined the boundaries and applicability of the EOMS to establish its scope. When determining this scope, the DESPU has considered: a) The external and internal issues of DESPU b) The requirements of relevant interested parties and c) The educational services of the DESPU. The scope of the DESPU's EOMS is documented in Apex Manual. The DESPU has applied all the requirements of ISO 21001:2025 Standard except requirements of the Clause 8.5.1.1 (f). The scope states the types of services covered and provide justification for any requirement of ISO 21001:2025 Standard that the DESPU has determined not applicable to its EOMS. It is ensured that the requirements determined as not being applicable does not affect the DESPU's ability or responsibility to ensure the conformity of its educational services and the enhancement of learners' or other beneficiaries' satisfaction. All services provided to learners by DESPU are included within the scope of its EOMS.
4.4	AM / 06, EOMS / PR / 04, ACAD/DI/35, EOMS/DI/18,	The Deccan Education Society Pune University (DESPU) has established, implemented, maintained and continually improves an EOMS, including the processes needed and their interactions, in accordance with the requirements of ISO 21001:2025 Standard.

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	ADM/DI/01, IQAC/DI/01, LIB/D/03, EXAM/DI/01, HTL/DI/01, CSD/DI/01	The DESPU has determined the processes needed for the EOMS and their application throughout the Organization through various sectional process manuals, and has: a) Determined the inputs required and the outputs expected from these processes; b) Determined the sequence and interaction of these processes – AM/06; c) Determined and applies the criteria and methods needed to ensure the effective operation and control of these processes (including monitoring, measurements and related performance indicators). Process monitoring & measurements parameters are defined and documented for each procedure in respective sectional process manuals. Status of these parameters is monitored and maintained by concerned process owners. In case, the targets are not achieved, concerned process owner is responsible for initiating appropriate corrective actions. d) Determined the resources needed for these processes and ensures their availability through VC's meetings with HOS / HOD department review; e) Assigned the responsibilities and authorities for these processes to the relevant HoDs & Section heads; f) Addresses the identified risks and opportunities of these processes; g) Evaluates these processes through internal audits and MRM and implements any changes needed to ensure that these processes achieve their intended results; h) Improves the processes and the EOMS. To the extent necessary, the DESPU has: a) Maintained documented information to support the operation of its processes through sectional process manuals and documented information specific to the departments; b) Retained documented information to have confidence that the processes are being carried out as planned.
5.1.1	AM / 04	Top management of DESPU i.e. Vice Chancellor along with all Deans, Heads of Schools and Heads of Departments demonstrates leadership and commitment with respect to the EOMS by: a) Ensuring that the EOMS policy and EOMS Objectives are established and are compatible with the context and strategic direction of the DESPU;

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		b) Ensuring the integration of the EOMS requirements into the DESPU's processes; c) Ensuring that the resources needed for the EOMS are available through academics monitoring and budget process; d) Communicating the importance of effective educational organization management and of conforming to the EOMS requirements through regular meetings with all staff; e) Ensuring that the EOMS achieves its intended results through management review; f) Directing and supporting persons to contribute to the effectiveness of the EOMS; g) Promoting continual improvement through HoD meetings; h) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility; i) ensuring that educators and staff maintain, update and improve their competence through Faculty Development Programs; j) Promoting the use of the process approach and risk-based thinking through meetings and individual interactions; k) Taking accountability for the effectiveness of the EOMS; l) Supporting the sustainable implementation of the educational vision and related educational concepts; m) Establishing, developing and maintaining a strategic plan for the organization; n) Ensuring that learners' educational requirements, including special needs, are identified and addressed; o) Considering principles of social responsibility. promoting fairness, transparency and ethical behaviour at all levels of the organization.
5.1.2	AM / 04 EOMS/PR/04, EOMS/DI/05	Top management is directly responsible for ensuring that: a) the needs and expectations of learners and other beneficiaries are determined, understood and consistently met, as evidenced by monitoring their satisfaction and educational progress; b) The risks and opportunities that can affect conformity of services and the ability to enhance learner and other beneficiary satisfaction are determined and addressed.
5.1.3	ACA / PR / 10	Special need learners (physical disabilities) are admitted as per admission rules of DTE. Presently, special need learners are not present in the Organization. But, in future, after admissions of

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		special need learners, the Organization will ensure all needs are complied as per requirements of the clause. For learner who is having behavioural, communicational, intellectual difficulties, those are resolved through Mentor - Mentee programs and suitable remedies and instructions are provided.
5.2	AM / 05A, ACAD/PR/01	Top management has established, implemented and maintained a EOMS policy that: a) is appropriate to the purpose and context of the DESPU; b) provides a framework for setting EOMS objectives; c) includes a commitment to satisfy applicable requirements; d) includes a commitment to continual improvement of the EOMS; e) supports the DESPU mission and vision; f) takes into account relevant educational, scientific and technical developments; g) includes a commitment to satisfy the DESPU's social responsibility; h) describes and includes a commitment towards managing intellectual property; i) considers the needs and expectations of relevant interested parties. The EOMS policy is: a) Available and is maintained as documented information; b) Is communicated by VC through regular meetings with all staff of DESPU, c) Is available to relevant interested parties, as appropriate, through Organization web site and display boards.
5.3	AM / 03, AM / 04, Process D & E in all sectional process manuals	Top management has ensured that the responsibilities and authorities for relevant roles are assigned and communicated through departmental process manuals. Top management has appointed Mr. Abhijit Khurape – Asst. Prof. in School of Business Management, as EOMS and ISO Coordinator of DESPU. ISO Coordinator along with all the Deans, HOS and HODs have the responsibility and authority for:

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		a) Ensuring that the EOMS conforms to the requirements of the ISO 21001:2025 Standard; b) Reporting on the performance of the EOMS to top management; c) Reporting on the on opportunities for improvement to top management; d) Ensuring that the educational organization policy is understood and implemented; e) Ensuring that the processes of EOMS are delivering their intended outputs; f) Ensuring the promotion of a focus on learners and other beneficiaries throughout the DESPU; g) Ensuring that the integrity of the EOMS is maintained when changes to the EOMS are planned and implemented; h) Managing the DESPU's communications; i) Ensuring that all learning processes are integrated, regardless of method of delivery; j) Control of documented information; k) Managing the requirements of learners with special needs.
6.1	EOMS / PR / 04, EOMS / DI / 04, EOMS / DI / 05, ACAD/DI/35, EOMS/DI/18, ADM/DI/01, IQAC/DI/01, LIB/D/03, EXAM/DI/01, HTL/DI/01, CSD/DI/01	When planning for the EOMS, the DESPU has considered the external and internal issues, the interested parties and their requirements and has determined the risks and opportunities that need to be addressed to: a) Give assurance that the EOMS can achieve its intended outcomes; b) Prevent, mitigate or reduce, undesired effects; c) Achieve continual improvement; and d) Enhance desirable effects; The DESPU has planned the actions to address the moderate, high or very high risks. The actions on these risks and opportunities are integrated and implemented into its EOMS processes. The DESPU evaluates the effectiveness of these actions during MRM once in six months. It is ensured that the actions taken to address risks and opportunities are proportionate to the potential impact on the conformity of services.
6.2	AM / 05B, Process F in all sectional process manuals, EOMS/DI/14	The DESPU has established EOMS Objectives at relevant functions and levels. The DESPU has established objectives for relevant processes which require active quality management over specified periods of time.

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		The EOMS Objectives are consistent with the EOMS policy, measurable, takes into account applicable requirements, relevant to conformity of services and to the enhancement of learner, staff and other beneficiary satisfaction. The EOMS Objectives are monitored on monthly basis and also during MRM, communicated to the staff through Apex Manual and sectional process manuals and updated as appropriate. DESPU maintains and retains documented information on achievement of the EOMS objectives. When planning how to achieve its EOMS Objectives, the DESPU has determined: a) what will be done; b) what resources will be required; c) who will be responsible; d) when it will be completed; e) how the results will be evaluated.
6.3	--	When the DESPU determines the need for changes to the EOMS such as change in affiliating body, change in location, change in management, addition of new schools / programs / courses, addition / reduction in sanctioned intake, syllabus, teaching or evaluation methodologies, faculty change, etc. the changes are carried out in a planned manner. The DESPU considers: a) The purpose of the changes and their potential consequences; b) The integrity of the EOMS; c) The availability and readiness of internal resources; d) The allocation or reallocation of responsibilities and authorities. e) the availability and readiness of external providers needed to implement the change
7.1.1	ACA / PR / 09, 25, RIC / PR / 13, LIB / PR / 01, EXAM / PR / 14	The Deccan Education Society Pune University (DESPU) has determined and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the EOMS through VC & HOS / HoD meetings, budget approval and monitoring of expenses in such a way that they sustainably enhance: a) learner engagement and satisfaction through activities that improve learning and promote the achievement of learning outcomes; b) staff engagement and satisfaction through activities to improve staff competences to facilitate learning;

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		c) Other beneficiary satisfaction, through activities that contribute to the social benefits of learning. The DESPU determines and monitors which resources shall be provided by: a) DESPU; b) External providers. DESPU takes into account the needs of learners with special needs, where applicable, and ensures that a variety of accessibility requirements are anticipated.
7.1.2	HR/PR/01 to 03, 06, 09	Human resources include as applicable: a) Staff employed by the DESPU; b) Learner volunteers contributing to the DESPU through Organization level / Departmental and placement activities; c) Staff of external providers working with or contributing to the DESPU – outsourced service providers. The DESPU: a) determines and provides the human resources necessary for the effective implementation of its EOMS and for the operation and control of its processes; b) determines, implements and publishes recruitment or selection criteria such as job descriptions, which are available to relevant interested parties; c) Maintains documented information on the process used for recruitment or selection, and retains documented information on the results of the recruitment in HR section.
7.1.3	ACA / PR / 09, 29, UGC/PR/07, CPC/PR/08, IT/PR/02, LIB / PR / 03, HTL / PR / 04	The facilities of DESPU include, as applicable, the following facilities that meet learner requirements: a) buildings, and grounds; b) equipment including hardware and software; c) Utilities.
7.1.3	ACA / PR / 09, 29, UGC/PR/07, CPC/PR/08, IT/PR/02, LIB / PR / 03, HTL / PR / 04	The DESPU: a) Determines, provides and maintains safe facilities such as safety of infrastructure through Safety Committee. The Committee I/C is responsible for conducting awareness sessions of staff and learners, conducting mock drills, coordinating with local authorities in case of emergencies. DESPU ensures provision of safe facilities that are suitable for human resources to support learners' development and enhancement of competence e.g. laboratories, sports, etc. and ensures that the dimensions of the facilities are adequate as per affiliating body requirements. Every year, during extension of

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		approval by AICTE, data of required and actual area is submitted which is verified by AICTE through EOA. As appropriate, it is ensured that there are facilities for: a) teaching – Class rooms, Laboratories; b) self-learning – Library, e-resources, NPTEL Lectures; c) implementing knowledge – laboratories; d) rest and recreation – Common rooms, auditorium; e) Subsistence (maintenance / upkeep) – facilities for lodging, dining, health and safety, f) Digital spaces – servers, external hard disks, cloud g) Indoor and outdoor – sport facility
7.1.4	CPC/PR/06, HTL / PR / 04	The DESPU determines, provides and maintains a suitable environment to promote the overall wellbeing of relevant interested parties, by considering: a) psychosocial factors; b) Physical factors. Work environment requirements are considered as cleanliness in classrooms & labs, furniture, projectors, first aid medicines, fire extinguishers, etc.
7.1.5.1	ACA / PR / 29	The DESPU carries out verification of all the monitoring and measuring instruments at the beginning of every semester and the results are maintained. The DESPU determines and provides resources that are: a) Suitable for the specific type of monitoring and measurement activities being undertaken i.e. adequate to the target, the type, method of educational delivery and duration of the educational service; b) Maintained to ensure their continuing fitness for their purpose. The DESPU retains appropriate documented information as evidence of fitness for purpose of monitoring and measurement resources e.g. lab equipment, sports, audio visual systems, etc.
7.1.5.2	ACA / PR / 29	When measurement traceability is a requirement, or is considered by the DESPU to be an essential part of providing confidence in the validity of measurement results, measuring equipment is: a) Verified internally at the beginning of the academic year, or prior to use. b) Identified in order to determine their status. c) Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results.

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		The DESPU determines if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose, and takes appropriate action as necessary.
7.1.6.1	Documented Information on Organizational Knowledge database EOMS / DI / 03	The DESPU determines the knowledge necessary for the operation of its processes and to achieve conformity of services such as AICTE and UGC requirements for infrastructure and staff competency, teaching methodology and skills in general and specific to the subjects, etc. Also, the faculty notes, presentations, question banks, assignments, videos from experts on relevant subjects, training material received through attending seminars & workshops by faculties is identified as organizational knowledge. This relevant process specific knowledge is maintained in all the departments and is made available to the extent necessary by the concerned HoD. When addressing changing needs and trends, the DESPU considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates. DESPU encourage exchange of knowledge between all educators and staff, particularly amongst peers. It is expected that the faculty undergone any external training program shall share the knowledge in the department. Records of such trainings are maintained in the department.
7.1.6.2	ACA / PR / 09, LIB / PR / 02, 04 to 06, 09	The DESPU provides learning resources e.g. Library, text books, learning material, etc., as appropriate, and makes them available where and when needed. Library Committee ensures that the learning resources such as books, journals, e-resources purchased: a) reflects the needs and requirements of learners, other beneficiaries and educators; b) are reviewed at planned intervals to ensure they are up to date; c) are catalogued and referenced. The DESPU respects intellectual property requirements and encourages reusability of resources such as guest lectures preservation, course material, projects, journals, etc.
7.2.1	HR/PR/04	The AICTE & UGC decides competency requirement for the teaching staff. The same is considered while recruiting the teaching staff. For non-teaching staff, competence requirement is

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		defined by the DESPU management. Training is planned to improve the competency. Record of training is maintained. Concerned HoS and Faculty Development Coordinator retains appropriate documented information such as skill matrix as evidence of competence. Applicable actions include the provision of training to the staff. DESPU has established and implements methods for evaluating the performance of staff through annual performance appraisal process.
7.2.2	ACA / PR / 10	Presently, mentors of learners are responsible for: 1. Meeting the learning needs of learners who have different requirements; 2. Differentiated instruction and assessment; 3. Instructional scaffolding; In case of need of specialists, then it is informed to Parents / Guardian about the same. Presently, no such case exists.
7.3	--	All the Deans, HOS, HoDs and section heads ensures that their team members are aware of following through conduction of awareness sessions: a) The EOMS policy; b) Their contribution to the effectiveness of the EOMS, including the benefits of improved educational organization performance; c) The implications of not conforming with the EOMS requirements. d) DESPU strategy and relevant EOMS Objectives Records of staff awareness trainings are maintained by Concerned HoD and Dean FDP.

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7.4	BMC/PR/01 to 04, 06, UGC/PR/05, 10		The DESPU determines the internal and external communications relevant to the EOMS, as below:			
Parameter of Communication	What to Communicate	Why to Communicate	When	With Whom	How to	Responsibility for communication
Internal Communication						
Learner exam	Exam Forms and fees	Learner Exam preparation	After cut-off date	DESPU	On line, Hard copy	COE
DESPU schedule of events	DESPU schedule of events	Staff and learner information	After receipt	HoDs, learners	Circular	Registrar / HOS
Various events on Training programs, seminars, exhibitions, etc.	Event information	Staff and learner information	As and when	All HoDs, section heads	Notices, circulars	Concerned Dean / HOS / HoD
On site / off site Campus interviews	Schedule of interview and eligibility criteria	Staff and learner information	As and when	All concerned HoDs, section heads, learners	Notices, circulars	Director Placements
EOMS	EOMS Policy and Objectives	Educator and Staff information	Meetings, Induction programs	All Employees	Displays	ISO Coordinator
EOMS Internal audit	Audit Findings	For information and taking actions on audit findings	Internal audit	Auditee and All Concern HOD	By hard copy / soft copy by e-mail	ISO Coordinator, Auditors
EOMS Internal audit	Results of Audits	For information and provision of resources if required	Half Yearly	Top Management	By summarizing all audit finding and corrective actions initiated with their current status.	ISO Coordinator
Stakeholder Feedback	Stakeholder Feedback	Taking actions for improvement	After analysis	All Concern HOD	E-mails, Verbal	Concern HOD
Learner Complaints	Learner Complaints	Taking actions for improvement	On receiving	All Concern HOD	E-mails, Verbal	Concern HOD
Organizational changes	Changes in Organization structure	For information	As and when	All Deans, HOS, HOD	E-mails, Verbal	Top Management
EOMS	Apex Manual	For information	Whenever updated	All concerned HOD	By Soft Copy	ISO Coordinator
EOMS	EOMS Requirements	For information	After every change	All Concern HOD	E-mails, Trainings, Verbal	ISO Coordinator

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EOMS	Roles, Responsibilities and Authorities	For information	New Appointments	New joining employees	Interview and Induction Training	HR Manager
EOMS	Management Review Minutes of Meeting	Taking actions for improvement	After approval from VC	All Concern HOS, HOD & VC	By Soft Copy	ISO Coordinator
External Communication						
EOMS Policy	EOMS Policy	For information	Continuous	Interested Parties	Web Site	ISO Coordinator
Learner Admissions	Admission data	For admitted learner information	After cut-off date	DESPU	On line, Hard copy	Dean Admissions
Learner eligibility	Learner List and fees	For learner enrollment	After cut-off date	DESPU	On line, Hard copy	Dean Admissions
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7.4	BMC/PR/01 to 04, 06, UGC/PR/05, 10		Internal and external communication have the purpose of: a) seeking the opinion or consent of relevant interested parties; b) conveying to interested parties relevant, accurate and timely information, consistent with the DESPU's mission, vision, strategy and policy; c) Collaborating and coordinating activities and processes with relevant interested parties within the DESPU. The DESPU determines and implements effective arrangements for Communicating with learners and other interested parties in relation to: a) EOMS policy and strategic plan through brochure and web site; b) Design, content and delivery of educational services through PTA, Parent orientations; c) Enquiries, application, admission, or registration – Admission data; d) Learners' performance data, including results of formative and summative assessment – PTA, Open house, Parent interaction sessions; e) Learner and interested parties' feedback, including learner complaints and learners / interested parties' satisfaction surveys. The DESPU informs their learners and other beneficiaries about external contact points in case of unresolved issues. At the end of every semester, the DESPU: a) monitors the implementation of its communication efforts; b) Analyses and improves the communication plan based on the results of monitoring. The DESPU retains documented information of the communication process.			

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7.5	AM/A, AM/B, AM/07/04, AM/07/05, AM/07/06, AM/07/07, AM/07/08, AM/07/09, AM/07/10, EOMS / PR / 01, Process A, B & C in all sectional process manuals, BMC/PR/03, UGC/PR/08, 09, IT/PR/01, EXAM / PR / 13	The DESPU's EOMS has three tier documentation structure: Level I: Apex Manual Level II: Sectional Process Manuals Level III: Documented Information. EOMS documentation includes: a) Documented information required by ISO 21001:2025 Standard; b) Documented information determined by the DESPU as being necessary for the effectiveness of the EOMS. When creating and updating documented information, the DESPU ensures as appropriate: a) Identification and description (e.g. a title, date and Document Number); b) Format (e.g. language, software version, graphics) and media (e.g. paper, electronic); c) Review and approval for suitability and adequacy. Documented information required by the EOMS and ISO 21001:2025 Standard is controlled to ensure: a) It is available and suitable for use, where and when it is needed; b) It is adequately protected through password control and preventing access to unauthorized persons (e.g. from loss of confidentiality, improper use, or loss of integrity). For the control of documented information, the DESPU addresses the following activities, as applicable: a) distribution, access, retrieval and use; b) protection and security, including redundancy; c) storage and preservation, including preservation of legibility; d) control of changes (e.g. version control); e) retention and disposition; f) protection and security, including redundancy; g) ensuring confidentiality; h) prevention of the unintended use of obsolete documented information. Documented information of external origin determined by the DESPU to be necessary for the planning and operation of the EOMS is identified as appropriate, and is controlled. The controls established over documented information are defined and documented in a procedure.
8.1.1	AM / 06,	The DESPU plans, implements and controls the processes needed to meet the requirements for the provision of educational

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8.1.2	AM / 06, ACAD/PR/01 to 03, 05 to 08, 11, 12, 14 to 18, 27, UGC/PR/05, CPC/PR/04, FA/PR/05 to 07, IQAC / PR / 01,	The DESPU plans the design, development and expected results of the educational services, including: a) learning outcomes through CO-PO-PSO Mapping and attainment sheets; b) ensuring appropriate and accessible teaching methods (Lesson plan) and learning environments through classrooms, labs, ground etc.;

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	RIC / PR / 01, 05, 13, EXAM / PR / 01, 04	c) defining criteria for learning assessment; d) conducting learning assessment through internal evaluations; e) defining and conducting improvement methods – innovations in teaching technology; f) providing support services.
8.1.3	ACA / PR / 10, EXAM / PR / 07	Presently, Organization does not have any special need children. But Mentor - Mentee scheme partially supports to this requirement of the standard. In future, if there are any special needs learners, DESPU shall: a) show flexibility to support the learner co-construction of the learning process based on skills, abilities and interest, including approaches such as: • adaptive instruction; • accelerated or enriched content; • allowing enrolment in two distinct programmes or educational organizations – Presently, DESPU guidelines does not allow to take admission in two distinct programmes or educational organizations. • individually tailored measures; • curriculum adjustment or modification of the education programme to match the learner specific profile, above or below the default age-appropriate grade or level expectations for a particular subject or course; • recognition of prior learning and experience; b) facilitate a team environment with adequate resources to support individual learners to meet their optimal potential; c) provide linkages to workplace opportunities; d) ensure the provision of healthy and nutritious meals as necessary.
8.2	EOMS / DI / 17, EOMS / DI / 18, BMC/PR/01, 02, 05, 06, ADM/PR/01 to 06, UGC/PR/01 to 04, 06, 11, CPC/PR/06, FA/PR/02, 03, 07, RIC / PR / 03, 17, HTL / PR / 01	When determining the requirements for the educational services to be offered to learners and other beneficiaries, the DESPU ensures that the requirements for the educational services are defined, including: a) those considered necessary by the DESPU due to its policy and strategic plan; b) those resulting from needs analysis that is performed to determine requirements of (current and potential future) learners and other beneficiaries, in particular those with special needs;

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		c) those resulting from international demands and developments e.g. for NRI learners, presently Not applicable for DESPU. d) those resulting from the labour market i.e. employers, employer-representatives and unions, if applicable; e) those resulting from research; f) applicable health and safety requirements through Hazard Identification and Risk Assessment (HIRA) and Emergency Preparedness & Response Plan. The DESPU ensures it can meet the claims made for the educational products and services it offers. Commencing with, or prior to the learner admissions, the DESPU notifies the learners and other relevant interested parties, and where appropriate, check their understanding of: a) the purpose, format and content of the educational services being provided, including the instruments and criteria to be used for evaluation; b) the commitments, responsibilities and expectations placed on the learners and other beneficiaries; c) the means by which the learning achieved and assessed will be recognized and retained as documented information; d) the methods to be used in case of interested party dissatisfaction or disagreement between any interested party and the EOMS; e) who will support learning and evaluation, and how it will be supported; f) any costs involved, such as tuition fees, examination fees, and the purchase of learning materials; g) any prerequisites, such as required skills (including ICT skills), qualifications and professional experience. The DESPU ensures that relevant documented information is amended, and that relevant interested parties are made aware of the changed requirements, when the requirements for educational services are changed e.g. Change in fee structure, change in curriculum, changes in admission procedures / exam patterns, etc.	
8.3	ACA / PR / 02, 03, 15 to 17, RIC / PR / 05, EXAM / PR / 05	Design of Syllabus: DESPU in autonomous stream, designs the curriculum. Syllabus design inputs are taken from industry experts, academic experts, faculties and alumni for curriculum enrichment. Dean Academics and concerned HoS and faculties frame the rough draft of the syllabus which is put in front of Board of Studies and subsequently approved after necessary corrections received from BOS.	

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		After approval from BOS, Academic council approves the syllabus. Final copy of approved curriculum is circulated to the faculties and learners and displayed on Organization website. Design of Examination: Format and structure of subject wise question papers is decided for each semester as per the Exam section guidelines / circular for examination by Dean Academics, HOS and the subject faculty. Multiple sets of question papers are set by faculty & course coordinator. These sets then undergo moderation and approval. Paper moderation is done to ensure syllabus content, weightage, proportion of hard, average and easy questions and conformance to the guidelines issued by COE. These sets are then submitted to Exam Section for exam conduction. Post examination, Question Paper audits are conducted and corrective actions are taken for improvement. Necessary rules and regulations pertaining to exam are set by the examination department and circulated to all.
8.4	ACA / PR / 26, EOMS / PR / 03, CPC/PR/01, 04, FA/PR/03, LIB / PR / 03, 06, HTL / PR / 06, TR / PR / 04, 05	The DESPU ensures that externally provided processes, products and services conform to requirements. The DESPU determines the controls to be applied to externally provided processes, products and services when: a) products and services from external providers are intended for incorporation into the DESPU's own products and services e.g. Direct material and services e.g. Books, software, furniture & learning material; b) products and services are provided directly to the learners or other beneficiaries by external providers on behalf of the DESPU – e.g. Uniforms, bags, stationary; c) a process, or part of a process, is provided by an external provider as an outcome of a decision by the DESPU – outsourced processes. Presently, following activities are outsourced: Security, Housekeeping, Annual Maintenance Contracts of Water Purifier, Lifts, ACs, Printers, etc.

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8.5.1.1	ACA / PR / 04 to 09, 11 to 14, 18 to 20, 23 to 25, BMC/PR/05, ADM/PR/07 to 09, HR/PR/01 to 03, 05 to 07, UGC/PR/04, CPC/PR/07, IQAC / PR / 01, 02, 04, 05, RIC / PR / 01, 02, 04 to 06, 09, 14 to 22, LIB / PR / 07, EXAM / PR / 01 to 04, 06, 08, 10, 12, 15, HTL / PR / 02, 03, 07, TR / PR / 01 to 03, 06, PL / PR / 01 to 08, 10, 11	The DESPU implements production and service provision under controlled conditions. Controlled conditions include, as applicable: a) The availability of documented information that defines: 1) The characteristics of the services to be provided, or the activities to be performed; such as course syllabus, academic calendar. 2) The results to be achieved - learning outcome (CO-PO-PSO); b) The availability and use of suitable and validated monitoring and measuring resources such as lab equipments and instruments; c) The implementation of monitoring and measurement activities including the consideration of complaints, other feedback and the results of assessments at appropriate stages such as academic monitoring, learner continuous evaluation to verify that criteria for control of processes or outputs, and acceptance criteria for educational services, have been met; d) The use of suitable infrastructure and environment for the operation of processes i.e. facilities, classrooms, laboratories, library, etc.; e) The appointment of competent educators and staff including any required qualification; f) The validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement. Presently not applicable as the resulting outputs of all our processes can be verified by subsequent monitoring and measurement. g) The implementation of actions to prevent human error – i.e. errors in teaching and learning, incomplete syllabus, superficial completion; h) The implementation of release, delivery and post-delivery activities – syllabus completion report, Alumni meets.
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8.5.1.2	BMC/PR/03, 04, ADM/PR/01 to 06	The DESPU ensures that before learners are admitted, they are provided with: a) adequate information that takes into account DESPU requirements and professional requirements, as well as the

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		DESPU's commitment to social responsibility through brochure and counselling; b) adequate and clear information about: 1) the intended learning outcomes, career perspectives, educational approach; 2) the participation of learners, and other beneficiaries as appropriate, in their educational process; 3) the admission criteria and costs of the educational product or service. The DESPU has established a process for the admission of learners. The admission process has: a) established admission criteria e.g. CET that conforms to: 1) DESPU requirements– like location, promoting guidelines, attendance, class, etc.; 2) requirements from the professional field– career guidance; 3) requirements due to the content of the programme and/or pedagogical approach – as per DESPU guidelines; b) ensures that admission criteria and processes are applied uniformly for all learners; c) admission records maintained as documented information; d) is publicly available through advertisement, website, brochure; e) ensures the traceability of each admission decision; f) retains documented information as evidence of admission decisions.	
8.5.1.3	RIC / PR / 05	The DESPU has established processes through various sectional process manuals for: a) teaching; b) facilitation of learning; c) administrative support of learning.	
8.5.1.4	ACA / PR / 15 to 17, RIC / PR / 05, RIC / PR / 06 to 12, EXAM / PR / 03, 04, 06 to 10, 13	The DESPU: a) ensures that adequate assessment security measures to prevent and detect plagiarism and other malpractices are implemented during DESPU Examination and communicated to the learners, proctors and other interested parties; b) ensures the traceability of grades, such that an objective connection can be identified between learner's assessment results and the grade assigned;	

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		c) retains documented information of the assessment as evidence of the grades assigned; d) Makes the retention period of such documented information publicly available.
8.5.1.5	RIC / PR / 05, 07, 17, EXAM / PR / 10	DESPU ensures that, after summative assessments: a) learners are informed of their assessment score and grade - Through answer sheet sharing with learners in classroom, open house programs; b) learners are given the opportunity to appeal or ask for rectification of their assessment score and grade; c) learners have full access to their work and its assessment score detail, as well as opportunities for feedback; d) evidence of their assessment score is issued to the learner as documented information through mark sheet; e) the reasons for the decision on grading and final assessment score are retained as documented information; f) the documented information is retained for a specified retention period – Assessment record; g) the retention period of such documented information is publicly available.
8.5.1.6	ACA / PR / 10, EXAM / PR / 07	Presently Organization does not have any special need children. But Mentor Mentee program supports to the requirements of this clause of standard except curriculum modifications.
8.5.2	--	The DESPU ensures identification and traceability with respect to: a) the progress of learners through DESPU – academic development of learners; b) the study and employment paths of those who graduate or complete a course or programme of study, where applicable; c) output from the work of staff in terms of: 1) what was done – Teaching and learning process; 2) when – which year / month / date; 3) By whom – faculty. - Identification of learner = identity card and Enrollment number given by university. - The staff / employees of DESPU are identified by Employee I.D. - Classrooms and laboratory identification with boards.

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		Material is stored at designated locations with proper tagging at the locations.	
8.5.3	--	The DESPU exercises care with property belonging to learners while it is under the DESPU's control or being used by DESPU, such as original documents of the learners submitted at the time of the admission, journals, projects, completed jobs, etc. The DESPU identifies, verifies, protects and safeguards learner property. When the learner property is lost, damaged or otherwise found to be unsuitable for use, the DESPU reports this to the concerned learner and retains documented information on what has occurred.	
8.5.4	CPC/PR/02, 03	The DESPU preserves the tools, stationary, materials, consumables, etc. in the concerned laboratory and store, to the extent necessary to ensure conformity to requirements. Preservation includes identification, handling, contamination control, packaging, storage, transmission or transportation and protection.	
8.5.5	IT/PR/01, EXAM / PR / 13	The DESPU has established a method to deal with the protection and transparency of learners' data and maintain it as documented information. The method establishes: a) what learner data are collected, and how and where it is processed and stored; b) who has access to the data; c) under which conditions learner data may be shared with third parties; d) how long the data are stored for. The DESPU only collects and shares learners' data with their explicit consent. The DESPU gives learners and other interested parties access to their own data, and the ability to correct or update their own data. The DESPU takes all appropriate measures to ensure that learners' data can only be accessed by authorized persons. Technological protection measures are validated – e.g. back up, antivirus protection.	
8.5.6	ADM/PR/01 to 06	The DESPU reviews and controls change for service provision such as change of faculty, syllabus, timings, extra classes, activities,	

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		changes in AICTE / UGC / DESPU requirements, to the extent necessary to ensure continuing conformity with requirements. The DESPU retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.
8.6	ACA / PR / 02, 03, 15 to 17, 27, RIC / PR / 05	The conduction of external examination of the learners does not proceed until all the internal evaluation processes have been satisfactorily completed. The DESPU implements planned arrangements, at appropriate stages, to verify that the requirements of the service have been met. The DESPU retains documented information which includes evidence of conformity with the acceptance criteria – Plan V/S actual and the traceability to the authority (HOS / HOD) authorizing the release.
8.7	ACA / PR / 26, 30, HR/PR/08, IT/PR/02, HTL / PR / 02	DESPU ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery. Learner complaints received through suggestion boxes, Mentor and Mentee meetings, interactions with HoD, failures in teaching and learning processes and supporting processes are the various non-conformities encountered in DESPU. The DESPU takes appropriate action based on the nature of the nonconformity such as - Syllabus not completed in time, learner not understanding the topic, etc. and its effect on the conformity of services. The DESPU deals with nonconforming outputs in one or more of the following ways: a) correction; b) segregation, containment, return or suspension of provision of products and services – Not applicable c) informing the learner or other beneficiaries; d) Obtaining authorization for acceptance under concession. – Not applicable. Conformity to the requirements is verified when nonconforming outputs are corrected. The DESPU retains documented information that: a) describes the delivery of the programmes; b) describes any non-conforming outputs; c) describes the actions taken; d) describes the concessions obtained;

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		e) identifies the authority deciding the action in respect of the nonconformity.
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9.1.2.1	ACA / PR / 28, HR/PR/09, IQAC / PR / 07, LIB / PR / 08, HTL / PR / 08, PL / PR / 09	The DESPU monitors the satisfaction of learners, other beneficiaries and staff, as well as their perceptions of the degree to which their needs and expectations have been fulfilled. The DESPU has determined the methods for obtaining, monitoring and reviewing, this information. DESPU conducts learner satisfaction survey, once in a semester, preferably at midterm of each semester and Staff satisfaction survey, once in a year, for obtaining, monitoring and reviewing this information.
9.1.2.2	EOMS/DI/15, CPC/PR/05, EXAM / PR / 10, 11	The DESPU has established and maintains as documented information a procedure for handling complaints and appeals of learners and other interested parties such as parents, Industry, society, external providers, and makes this known to its interested parties. The procedure includes specifications for: a) Communicating the method to learners and all relevant interested parties; b) receiving complaints and appeals;

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		c) tracking complaints and appeals; d) acknowledging complaints and appeals; e) performing initial assessment of complaints and appeals; f) investigating the complaint and appeals; g) responding to the complaints and appeals; h) Communicating the decision; i) Closing complaints and appeals. The procedure ensures confidentiality of complainants and appellants and the objectivity of investigators. The DESPU retains documented information of Learners Complaints / Appeals Register as evidence of the complaints or appeals received, as well as of their resolution.
9.1.3	--	The DESPU ensures that the following feedback is requested from and made available as appropriate to relevant interested parties: a) feedback on the educational products and services; b) feedback on their effectiveness in achieving the agreed learning outcomes; c) feedback on the DESPU's influence on the community through informal meetings with parents during admission process / interactions with industries during placement process / through seminars / workshops / conferences / events received feedbacks. The DESPU monitors the level of feedback obtained and takes actions to increase it where it is not sufficient.
9.1.4	--	The DESPU has determined: a) the methods for obtaining, monitoring and reviewing information on performance; b) Targets against which this performance will be measured e.g. targets vs status. The DESPU ensures that: a) the interested parties involved in or affected by the evaluation are identified; b) the persons conducting the evaluation are competent and objective; c) evaluation reports are transparent and clearly describe the educational services and their objectives, the findings, as well as

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		a) defines the audit criteria and scope for each audit through audit schedule; b) selects auditors and conducts audits to ensure objectivity and the impartiality of the audit process; c) ensures that the results of the audits are reported to relevant managers; d) identifies opportunities for improvements e) takes appropriate correction and corrective actions without undue delay; Documented information such as the audit reports and the non-conformity reports is retained as evidence of the implementation of the audit programme and the audit results. It is ensured that the auditors do not audit their own work.
9.3	EOMS / PR / 03	Vice Chancellor reviews the DESPU EOMS, at planned intervals to ensure its continuing suitability, adequacy and effectiveness. The review takes place once in six months and the strategy and the EOMS are updated as necessary. The management review agenda includes: a) The status of actions from previous management reviews; b) Changes in external and internal issues that are relevant to the EOMS; c) Changes in needs and expectations of interested parties that are relevant to the EOMS; d) Information on the performance and effectiveness of the EOMS, including trends in: 1) Nonconformities and corrective actions; 2) Monitoring and measurement results; 3) Audit results; 4) Learner and other beneficiary satisfaction and feedback related to learner and other beneficiary requirements; 5) The extent to which EOMS Objectives have been met; 6) Process performance and conformity of educational services;

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		e) Making changes to the EOMS, if necessary. It is ensured that the corrective actions are appropriate to the effects of the nonconformities encountered. The DESPU retains documented information such as internal non-conformity register as evidence of: a) The nature of the nonconformities and any subsequent actions taken; b) The results of any corrective action.	
10.3	--	The DESPU determines and selects opportunities for improvement and implements any necessary actions to meet learner and other beneficiary requirements and enhance satisfaction of learners, other beneficiaries, staff and other relevant interested parties, including external providers. These includes: a) Improving services to meet requirements as well as to address future needs and expectations; b) Correcting, preventing or reducing undesired effects; c) Improving the performance and effectiveness of the EOMS.	

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Sr.	EOMS Principle	Considerations as per Annex - B of ISO 21001:2025	Practices followed at DESPU	Reference D.I.
1	Focus on learners and other beneficiaries	Understand the current and future needs and expectations of learners and other beneficiaries	Feedback from learners, parents and staff, Mitigation plans for risks and opportunities related to the needs and expectations of learners and other beneficiaries.	All Feedback Procedures, D.I. on Needs and Expectations of Interested Parties - DESPU
		Link the organization's objectives to the needs and expectations of learners and other beneficiaries	Objectives related to enhancement in satisfaction of learners and other beneficiaries are defined, documented and monitored.	EOMS Objectives monitoring procedure in all sectional process manuals
		Measure and monitor learner and other beneficiary satisfaction and take appropriate actions;	Feedback from learners, parents and staff, Corrective actions after feedback / complaints analysis	All Feedback, Complaints / Grievances Procedures
2	Visionary leadership	Communicate the Organisation's mission, vision, strategy, policies and process throughout the Organisation	Induction training of staff and learners	Academic Calendar, FDP Procedure
		Encourage an organisation-wide commitment to quality	Class Observations on sampling basis, Training sessions for all teachers and staff. Management is committed for ensuring effective Governance in the Organization. Decentralization of activities is done. HOS, HOD, section heads and Portfolio I/Cs are given empowerment and responsibilities are defined.	Training procedure, training calendar, training record
		Inspire, encourage and recognise the contribution of people	Time to time appreciation & motivation to Teachers and Felicitation of learners & Alumni	Learner Feedback, Alumni cell, Staff Performance appraisal procedures
		Provide people with the required resources, training and authority to act with accountability	Budget formation and expenses monitoring, Staff training	Budget procedure, Training procedure, training calendar, training record
3	Engagement of People	Promote collaboration throughout the Organisation	Formation of various committees at organizational level to ensure compliances of	List of Academic Committees, Documented

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Sr.	EOMS Principle	Considerations as per Annex - B of ISO 21001:2025	Practices followed at DESPU	Reference D.I.
5	Improvement	Educate and train people at all levels on how to apply basic tools and methodologies to achieve improvement objectives	Objectives are defined for all processes and monitored	EOMS Objectives monitoring procedure
		Track, review and audit the planning, implementation, completion and results of improvement projects	Improvements are monitored through objectives and improvement projects and reviewed during MRM	EOMS Objectives monitoring and MRM procedure
		Ensure people are competent to successfully promote and complete improvement Projects	Teaching staff Competencies as per applicable requirements is ensured before recruitment. Documented staff competencies and training need identification	Competency Review / Skill Matrix
6	Evidence Based decisions	Make all data needed available to the relevant people	Management of Organizational knowledge through respective process owners.	D.I. on Organizational Knowledge Database, All process DI
		Analyze and evaluate data and information using suitable methods	Monitoring and Measurement parameters are defined for analysis and evaluation of data.	Data with concerned HODs
7	Relationship Management	Determine Relevant interested parties and their relationship with the Organization	1. Monitoring risks related to all the interested parties of DESPU and taking actions. 2. Feedback from learners, parents and staff, Corrective actions after Feedback / complaints analysis	All Feedback Procedures, D.I. on Needs and Expectations of Interested Parties - DESPU
		Gather and share information, expertise and resources with relevant interested parties	1. Parents – Teachers meeting 2. Expert lectures 3. Alumni meeting 4. Industry – Institute Interactions 5. Study Tours and site visits 6. Suppliers – Purchase committee meetings and vendor meeting	Relevant procedures in Academics Process Manual
8	Social Responsibility	Raising awareness and Building, competence for social responsibility	Defined DESPU Vision, Mission and Policies based on Trust's and Organizational social commitments, conducting	Documented DESPU Vision, Mission and EOMS

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Sr.	EOMS Principle	Considerations as per Annex - B of ISO 21001:2025	Practices followed at DESPU	Reference D.I.
			staff and learner awareness sessions	Policy, Training records
		Adopting written codes of conduct or ethics that specify the organization's commitment to social responsibility by translating the principles and values into statements on appropriate behavior	Defined DESPU code of conduct, Vision, Mission and Policies based on Trust's and Organizational social commitments	Documented DESPU code of conduct, Vision, Mission and EOMS Policy
		Taking account of social responsibility when conducting operations for the organization	Defined EOMS objective for conduction of social programs, admission and accommodation to poor learners as per Trust guidelines	EOMS Objectives monitoring procedure
9	Accessibility and equity	Introducing learning and learner - centred learning and teaching	Learner centric Teaching-Learning Processes, Learner counselling	Teaching learning procedure, Learner Counselling procedure
		Widest possible pool of people can have access to the educational products and services, subject to their constraints and resources.	1. Institute is accessible to all stakeholders 2. Access to educational resources to all learners – on-line / off-line 3. Faculty recruitment as per DESPU procedures 4. Admission process is open to all aspirants. Equal opportunity is provided to all learners with diverse socio-economic background as per the statutory norms.	All sectional process manuals
		All learners can use and benefit from those products and services in an equitable manner.	1. Gender discrimination is strictly prohibited in the institute and equal opportunity to all for participation in all clubs, activities and events. 2. Mentor - Mentee scheme is in place to overcome psychological and to extend educational support	All sectional process manuals
10	Ethical Conduct in education	Align all Policies with Ethical Principles	Defined EOMS Policy based on Trust's and Organizational Ethical principles	Documented DESPU EOMS Policy

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Sr.	EOMS Principle	Considerations as per Annex - B of ISO 21001:2025	Practices followed at DESPU	Reference D.I.
		Institute a system of discipline for breaking ethical conduct rules	Warnings to Staff and Learners	Notices
11	Data Security and Protection	Establish multi-stage backup systems, continued availability systems and recovery systems for data	Data back-up, anti-virus updation, data verification, I.T. infrastructure maintenance	ICT, Database Maintenance, Software / Hardware Up gradation, Software Data Safety and Security procedure
		Educate learners, staff and other interested parties as how to ensure data privacy and security as well as how to avoid potential threats to data security and how to mitigate these	Access controls are in place	ICT, Database Maintenance, Software / Hardware Upgradation, Software Data Safety and Security procedure

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Sr. No.	Abbreviations	Expansion
1.	DESPU	DES Pune University
2.	ACA, ACAD	Academics
3.	ADM	Administration
4.	ADM	Admissions
5.	AICTE	All India Council for Technical Education
6.	AM	Apex Manual
7.	BMC	Branding Marketing and Communication
8.	CET	Common Entrance Test
9.	Coord.	Coordinator
10.	CPC	Central Purchase Committee
11.	CSD	Career Services Dept.
12.	DI	Documented Information
13.	DTE	Directorate of technical Education
14.	EOMS	Educational Organizations Management System
15.	EXAM	Examination
16.	FA	Finances and Accounts
17.	FDP	Faculty Development Program
18.	HOD	Head of the Department
19.	HOS	Head of the School
20.	HR	Human Resources Section
21.	HTL	Hostel
22.	I/C	In-charge
23.	ISO	International Organization for Standardization
24.	IT	Information Technology Section
25.	IQAC	Internal Quality Assurance Cell
26.	LIB	Library
27.	MRM	Management Review Meeting
28.	NC	Nonconformity
29.	PL	Internship and Placement Services
30.	PR	Procedure
31.	R&I	Research and Innovation
32.	TR	Career Services & Training
33.	UGC	University Governance and Compliance
34.	UGC	University Grants Commission