

<b>Event Name</b>	<b>ISO-21001-2018 Training cum Workshop</b>
<b>Topic:</b>	ISO-21001-2018 Internal Audit Training cum Workshop
<b>Date: (DD/MM/YYYY)</b>	14-09-2024
<b>No. of Days:</b>	1 Day
<b>Start Time:</b>	9.00 am to 4.30pm
<b>End Time:</b>	
<b>Venue Campus Name &amp; Place:</b>	Room No. 201, 2 <sup>nd</sup> Floor, FMS-CMS-BS
<b>Section/Semester:</b>	NA
<b>Batch:</b>	Faculty & Non-Teaching Staff
<b>Mod of Event Offline/ Online (Provide Virtual Link)</b>	Offline
<b>Name of Chief Guest/Dignitaries/Speaker:</b>	Mr. Lakshmisha
<b>Chief Guest/Dignitaries/Speaker Designation:</b>	Director & Senior Consultant
<b>Chief Guest/Dignitaries/Speaker Contact No &amp; Email Id:</b>	GARANI CONSULTANTS
<b>Chief Guest/Dignitaries/Speaker Company/ Institute Name:</b>	garaniconsultants@weebly.com
<b>Event Coordinators Name &amp; Contact No.</b>	Dr. Selvi S
<b>Collaboration &amp; Association (Company Name,</b>	NA
<b>Guest Email Id:</b>	Lakshmisha GR <grlakshmisha@gmail.com>
<b>Guest Contact Number:</b>	9880811194
<b>Moderator (if any)</b>	Dr. Selvi S
<b>No. of Participants</b>	13
<b>Feedback:</b>	Yes
<b>Brochure/Poster: (if any)</b>	Yes Attached
<b>Budget of the Program (if any):</b>	Yes
<b>Revenue Collected: (if any)</b>	NA

- 1. Introduction:** The International Organization for Standardization (known as the ISO for short) is a global organization that works to provide standardization across an array of products, companies and educational Institution. Its main goal is to facilitate trade, but its focus is on process improvement, safety, and quality in several areas.
- 2. ISO,** the International Organization for Standardization, is as the name would suggest, an international, independent, non-governmental organization that sets standards for a wide range

of products, services and processes. ISO's objective is to facilitate international cooperation and standardization to ensure consistency, quality and safety in various industries and educational sectors.

- ISO standards cover a broad range of topics, including technology, manufacturing, healthcare, agriculture, Educational services and more. These standards provide specifications, guidelines and best practices to enhance efficiency, improve product service quality, promote environmental sustainability, and enhance overall safety and performance.

**4. Program Objectives:**

- Awareness and documented records
- Enhanced Credibility and determining the scope of Quality Management System
- Sustainability and Standardization
- Performance Evaluation
- Meeting the ISO Standards and following the system procedure
- Continuous Improvement

**5. Relevance to PO, Relevance to PEO and PSOs**

PO	Program Objective (PO)
PO1	Apply knowledge of management theories and practices to address and resolve business challenges
PO2	Demonstrate analytical and critical thinking abilities for information-based decision making
PO3	Analyse global, economic, legal and ethical aspects of business
PO4	Apply trans-disciplinary tools and techniques towards effective problem solving
PO5	Assist others and self in accomplishing organizational objectives and contribute effectively to a collaborative team setting.
PO6	Exhibit an entrepreneurial mind-set for the establishment of sustainable businesses and societies.
PO7	Exemplify value-based leadership for excellence

**1. Activity Overview:**

The ISO 21001:2018 workshop provided the knowledge on EOMS, System procedure and follow the procedure as per the ISO standards. It helped in understanding the standards and the system procedure through which document can be recorded, Case study helped overall to understand the standards and procedure to be followed for internal audit and it also helped us to know the guidelines to be fulfilled as per the ISO standards.

It helped us to understand the scope Quality Management System and develop the leadership and work towards the commitment and upgrading the performance and better planning and control of

documentation and develop the method of preservation or protection of documents and meeting ISO Standards and procedures.

## 2. Guest/Speakers' Profile: Brief description about Guest: (at least one paragraph)

Mr. Lakshmisha is a director and senior consultant of Garani Consultants. He oversees and manages the company. He holds a bachelor's degree in engineering and has worked as a M R and TQM coordinator at KEC, Bangalore, for almost 22 years.

Additionally, Mr. Lakshmisha has approximately 25 years of experience as a consultant in quality, productivity initiatives, and certification. He has a large clientele from a variety of industries, including manufacturing, textiles, building, healthcare, education, government agencies, the financial industry, and marketing, BPO and trading. Among his most prestigious clients are Canara Bank, BOSCH Security Systems, Shah Polymers, Meenakshi Mission Hospital and Research, Brigade Group, Waswani Group Center, our Jain Group of Companies, KPTCL, MSIL, BESCOM, KIADB, and PES College of Engineering, Institutions. He is the perfect example of morality, ethics, and high standards.

## 3. Summary and Key Learnings of the session:

ISO 210001:2018 Specifies requirements for a Management System for Educational Organizations (EOMS). EOMS needs to demonstrate its ability to support and develop the various activities and support the organization in better record keeping/ Evidences.

It aims to Enhancing Satisfaction to Top Management, Area Heads and Faculties, and various departments to follow uniformity of formats as per the ISO Standards.


ISO 21001:2018 to any organization that uses a curriculum to support and development of competence through teaching, learning and other activities taken place in educational sectors

## 4. Participant details:


Sl. No.	Name	Designation	Area
1	Dr Mansi Kukreja	Professor	Finance
2	Dr. Balaji Gopalan	Assistant Professor	Decision Science
3	Dr. Lourden Selvamani	Assistant Professor	Finance
4	Dr. Nalini Sunil M	Assistant Professor	OB and HRM
5	Dr. Saurabh Srivastava	Associate Professor	Marketing
6	Dr. Shashi Kant Dikshit	Assistant Professor	Decision Science
7	Dr. Sireesha Nanduri	Associate Professor	Finance
8	Dr. Smita M Gaikwad	Assistant Professor	Marketing
9	Dr. Somnath Bhattacharya	Assistant Professor	Business Analytics
10	Dr. Sumbul Samreen	Assistant Professor	General Management
11	Dr. Trupti Dandekar Humnekar	Associate Professor	Marketing

12	Ms. Minerva Das	Assistant Professor	General Management
14	Ms. Umme Rumani	Admin Executive	Administration
15	Ms. Lakshmi D	Academic Executive	Administration
16	Ms. Pooja M	Admin Executive	Administration
17	Ms. Pooja Aravind Kanade	Admin Executive	Administration
18	Mr. Narendra	Academic Coordinator	Administration
19	Mr. Yogesh G	Admin Executive	Administration

### 5. Attendance records:

  
**Faculty of Management Studies-CMS Business School**  
 ISO-21001-2018- Internal Audit Training Programme on 14-09-2024  
 List of Faculty and Non-Teaching Staff Nominated  
 Timings: 2.00pm to 5.00pm

Sl. No.	Name	Designation	Area	Signature
1	Dr Mansi Kukreja	Professor	Finance	<i>Mansi</i>
2	Dr. Balaji Gopalan	Assistant Professor	Decision Science	<i>BG</i>
3	Dr. Lourden Selvamani	Assistant Professor	Finance	<i>LS</i>
4	Dr. Nalini Sunil M	Assistant Professor	OB and HRM	<i>NSM</i>
5	Dr. Saurabh Srivastava	Associate Professor	Marketing	<i>SS</i>
6	Dr. Shashi Kant Dikshit	Assistant Professor	Decision Science	<i>SKD</i>
7	Dr. Sireesha Nanduri	Associate Professor	Finance	<i>SN</i>
8	Dr. Smita M Gaikwad	Assistant Professor	Marketing	<i>SG</i>
9	Dr. Somnath Bhattecharya	Assistant Professor	Business Analytics	<i>Somnath Bhattecharya</i>
10	Dr. Sumbul Samreen	Assistant Professor	General Management	<del>ABSENT</del>
11	Dr. Trupti Dandekar Humekar	Associate Professor	Marketing	<del>ABSENT</del>
12	Ms. Minerva Das	Assistant Professor	General Management	<i>MDM</i>
14	Ms. Umme Rumani	Admin Executive	Administration	<del>ABSENT</del>
15	Ms. Lakshmi D	Academic Executive	Administration	<i>Lakshmi</i>
16	Ms. Pooja M	Admin Executive	Administration	<del>ABSENT</del>
17	Ms. Pooja Aravind Kanade	Admin Executive	Administration	<i>PK</i>
18	Mr. Narendra	Academic Coordinator	Administration	<i>N</i>
19	Mr. Yogesh G	Admin Executive	Administration	<i>YG</i>

  
**Faculty of Management Studies-CMS Business School**  
 ISO-21001-2018- Internal Audit Training Programme on 14-09-2024  
 List of Faculty and Non-Teaching Staff Nominated  
 Timings: 9.00 to 12.30pm

Sl. No.	Name	Designation	Area	Signature
1	Dr Mansi Kukreja	Professor	Finance	<i>Mansi</i>
2	Dr. Balaji Gopalan	Assistant Professor	Decision Science	<i>BG</i>
3	Dr. Lourden Selvamani	Assistant Professor	Finance	<i>LS</i>
4	Dr. Nalini Sunil M	Assistant Professor	OB and HRM	<i>NSM</i>
5	Dr. Saurabh Srivastava	Associate Professor	Marketing	<i>SS</i>
6	Dr. Shashi Kant Dikshit	Assistant Professor	Decision Science	<i>SKD</i>
7	Dr. Sireesha Nanduri	Associate Professor	Finance	<i>SN</i>
8	Dr. Smita M Gaikwad	Assistant Professor	Marketing	<i>SG</i>
9	Dr. Somnath Bhattecharya	Assistant Professor	Business Analytics	<i>Somnath Bhattecharya</i>
10	Dr. Sumbul Samreen	Assistant Professor	General Management	<del>ABSENT</del>
11	Dr. Trupti Dandekar Humekar	Associate Professor	Marketing	<del>ABSENT</del>
12	Ms. Minerva Das	Assistant Professor	General Management	<i>MDM</i>
14	Ms. Umme Rumani	Admin Executive	Administration	<del>ABSENT</del>
15	Ms. Lakshmi D	Academic Executive	Administration	<i>Lakshmi</i>
16	Ms. Pooja M	Admin Executive	Administration	<del>ABSENT</del>
17	Ms. Pooja Aravind Kanade	Admin Executive	Administration	<i>PK</i>
18	Mr. Narendra	Academic Coordinator	Administration	<i>N</i>
19	Mr. Yogesh G	Admin Executive	Administration	<i>YG</i>

### 6. Participants' Feedback, Feedback Analysis, and Attainment Calculation: (if Applicable)

Timestamp	Email Address	Department	The objective of the training were clearly defined .	The content was organized and easy to follow.	Material distributed were helpful, easy to follow, and understand.	Participation, involvement and interaction were encouraged.	The trainer was knowledgeable about the training topics.	Workshop duration and schedule was appropriate	I felt comfortable and confident during the assessment process (Case study)	My experience as a whole was enjoyable and rewarding.	I am confident to conduct Audit of the B-School as an Internal Auditor.	The location and room was comfortable for the activity.	Overall evaluation
9-14-2024 16:09:40	dr.lourden_selvamani@cms.ac.in	Finance	5	5	4	5	5	4	4	4	4	3	Excellent
9-14-2024 16:17:01	yogesh_g@cms.ac.in	Administration	5	5	5	5	5	4	5	5	5	5	Excellent
9-14-2024 16:37:42	Dr.balaji_gopalan@cms.ac.in	Decision Sciences	5	4	4	4	5	4	4	5	5	5	Excellent
9-14-2024 16:51:54	dr.somnath_bhattacharya@cms.ac.in	Business Analytics	5	5	4	5	5	4	4	5	4	5	Excellent
9-14-2024 17:05:23	dr.mansi_kukreja@cms.ac.in	Finance	5	5	4	4	4	3	5	5	4	4	Good
9-14-2024 17:53:01	dr.nalini_m@cms.ac.in	Management	5	5	5	5	5	5	5	5	4	5	Excellent
9-15-2024 7:35:49	minerva_das@cms.ac.in	GM	4	4	4	5	5	3	4	5	5	5	Excellent
9-16-2024 9:44:01	shashikant_dikshit@cms.ac.in	Decision Science	4	4	5	5	5	4	4	5	5	5	Excellent

9-16-2024 11:47:30	narendra_kumar@cms.ac.in	Admin Academics	5	5	5	5	5	5	5	5	5	5	4	Excellent
9-17-2024 10:02:22	shobha_tn@cms.ac.in	Administration-IQAC	5	4	5	5	5	5	5	5	5	5	5	Good
9-17-2024 10:14:28	Lakshmi_d@cms.ac.in	Academic Executive	5	5	5	5	5	5	5	5	5	4	5	Excellent
9-17-2024 10:17:13	dr.saurabhsrivastava@cms.ac.in	DR. SAURABH SRIVASTAVA	5	5	5	5	5	5	5	5	5	5	5	Excellent
9-17-2024 10:33:49	dr.smita_gaikwad@cms.ac.in	Marketing	4	5	5	4	5	3	3	4	3	4	4	Good

Row Labels	Count of Overall evaluation
Excellent	10
Good	3
<b>Grand Total</b>	<b>13</b>



**7. Proposals for the Event/Programme:**

To,

The Dean for kind approval,

**Sub: ISO-21001-2018 Internal Audit Training Workshop.**

The purpose of the guest lecture is to provide specific inputs and exposure from a trainer perspective on select concepts in - **ISO-21001-2018 Internal Audit Training Workshop** for Faculties & Non-Teaching Staffs. The workshop has been planned for two days. The planned program duration will be during 9.00 am to 4.30 pm on 14-09-2024

Respected Programme Coordinator your kind approval is requested for the conduct of the same.

The Dean has recommended this proposal.

Kind Regards,

**Dr. Selvi S**

Faculty Coordinator

Professor & IQAC Head

Signature

Dean

Approval Authority

Signature

## 8. Minutes of Meetings:

<b>Meeting Title</b>	ISO-21001-2018 Internal Audit Workshop	
<b>Date of Meeting</b>	14 <sup>th</sup> September, 2024	
<b>Meeting Venue</b>	Room No: 201, 2 <sup>nd</sup> Floor from 9.00 am to 4.30pm	
<b>Meeting Agenda</b>	ISO-21001-2018 Internal Audit Workshop	
<b>In Attendance</b>	Name	Title/Department/Organization
1	Dr. Selvi S	Professor & IQAC Head
2	Dr Mansi Kukreja	Professor
3	Dr. Balaji Gopalan	Assistant Professor
4	Dr. Lourden Selvamani	Assistant Professor
5	Dr. Nalini Sunil M	Assistant Professor
6	Dr. Saurabh Srivastava	Associate Professor
7	Dr. Shashi Kant Dikshit	Assistant Professor
8	Dr. Sireesha Nanduri	Associate Professor
9	Dr. Smita M Gaikwad	Assistant Professor
10	Dr. Somnath Bhattacharya	Assistant Professor
11	Ms. Minerva Das	Assistant Professor
12	Ms. Lakshmi D	Admin Executive
13	Mr. Narendra	Academic Coordinator
14	Mr. Yogesh G	Admin Executive
15	Ms. Shobha TN	Admin Executive
16	Ms. Ashwini N	Admin Executive
17	Ms Shaila N	Admin Executive
<b>Key Meeting Outcomes</b>		
	<p>ISO 21001 provides a structured framework for educational institutions to establish and manage their processes, policies, and procedures. This structured approach helps institutions align their operations with their educational goals and objectives. It can support the achievement of various SDGs by enhancing the quality of education as well.</p> <p>In this context, JAIN (Deemed-to-be University), Faculty of Management Studies, CMS Business School, Internal Quality Assurance Cell (IQAC) is conducting a training on Internal Audit Training Program on ISO 21001:2018, EOMS (Education Organization Management System) on September 14th, 2024 between 9:00am to 5:00pm in Lecture Hall 201.</p>	
<b>Action Plans, if any (along with the First Person Responsible)</b>		



A list of Teaching and Non-Teaching Staff are nominated sent to Dean for approved the participant for this training, once approved received by Dean Office, same share to all the faculties and Non-Teaching Staff to be part of this training and are expected to complete the certification program successfully. On completion of the test, a certificate will be issued.

**Budget: -NA**

**9. Trailing Emails/communications:**

9/17/24, 10:29 AM

Jain University - Center For Management Studies Mail - ISO Training & Workshop Details



bschooliqac jain <bschooliqac@cms.ac.in>

**ISO Training & Workshop Details**

1 message

Dr. Selvi S <dr.selvi@cms.ac.in> Tue, Sep 10, 2024 at 4:54 PM  
 To: "Dr. Mansi Kukreja" <dr.mansi\_kukreja@cms.ac.in>, Dr Balaji Gopalan <dr.balaji\_gopalan@cms.ac.in>, Dr V Lourden Selvamani <dr.lourden\_selvamani@cms.ac.in>, "Dr. M Nalini Sunil" <dr.nalini\_m@cms.ac.in>, "Dr. Saurabh Srivastava" <dr.saurabhsvrivastava@cms.ac.in>, "Mr. Shashi Kant Dikshit" <shashikant\_dikshit@cms.ac.in>, Sireesha Nanduri <sireesha\_n@cms.ac.in>, Smita M Gaikwad <dr.smita\_gaikwad@cms.ac.in>, Dr Somnath Bhattacharya <dr.somnath\_bhattacharya@cms.ac.in>, "Dr. Sumbul Samreen" <dr.sumbul\_samreen@cms.ac.in>, Minerva Das <minerva\_das@cms.ac.in>, umme rumani <umme\_rumani@cms.ac.in>, lakshmi D <lakshmi\_d@cms.ac.in>, Pooja M <pooja\_m@cms.ac.in>, Pooja Aravind Kanade <pooja\_kanade@cms.ac.in>, Narendra Kumar P <narendra\_kumar@cms.ac.in>, Yogesh s <yogesh\_g@cms.ac.in>  
 Cc: Harold Patrick <harold.patrick@jainuniversity.ac.in>, Harsha S <harsha@cms.ac.in>, bschooliqac jain <bschooliqac@cms.ac.in>

Dear Faculty Colleagues,

This is in regard to the email dated September 5th, 2024 for the ISO Training; we are attaching the required materials for your convenience.

Attached to the email:

1. Brochure
2. Schedule.
3. ISO 21001:2018 standards.

During the session, you will be given a notepad, reference materials, a case study, and snacks including tea and coffee.

On the same day, an evaluation would be conducted to determine the rationale for awarding certificates.

Thanks & Regards,  
 Dr. Selvi S  
 Professor | IQAC & Accreditation Coordinator |  
 Faculty of Management Studies | CMS Business School |  
 JAIN (Deemed-to-be University), Bangalore 560 009  
 9880018158

4 attachments



Brochure-ISO 210012018.jpeg  
283K

ISO 21001-2018-Internal Audit Training schedule-14-09-2024-REVISED .docx  
26K

1.ISO 21001- 2018\_Standards.pdf  
2463K

9/17/24, 10:29 AM

Jain University - Center For Management Studies Mail - Request for stationery , snacks , tea & Coffee



bschooliqac jain <bschooliqac@cms.ac.in>

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## Request for stationery , snacks , tea & Coffee

2 messages

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Dr. Selvi S <dr.selvi@cms.ac.in>

Tue, Sep 10, 2024 at 5:00 PM

To: Harsha S <harsha@cms.ac.in>, Varuni M <varuni\_m@cms.ac.in>, charan KJ <charan\_kj@cms.ac.in>

Cc: bschooliqac jain <bschooliqac@cms.ac.in>

Dear Sir/ Madam,

We have scheduled a one day Training on ISO 21001:2018 certification both for Teaching and Non-teaching staff.

Date: 14-9-2024

Time: 9 to 4:30 pm

Venue: 201 LH

Request you to provide the following:

1. Notepad and Pen
2. Water bottles- One in the beginning
3. Collar Mike
4. Coffee,Tea,Biscuits - Morning session
5. Coffee, Tea, Some snacks like samosa - Afternoon session
6. Lunch - 2

Attached is the brochure.

Thanks & Regards,

Dr. Selvi S

Professor | IQAC & Accreditation Coordinator |

Faculty of Management Studies | CMS Business School |

JAIN (Deemed-to-be University),Bangalore 560 009

9880018158



Brochure-ISO 210012018.jpeg  
263K

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KJ CHAREN <charan\_kj@cms.ac.in>

Thu, Sep 12, 2024 at 7:29 AM

To: "Dr. Selvi S" <dr.selvi@cms.ac.in>

Cc: Harsha S <harsha@cms.ac.in>, Varuni M <varuni\_m@cms.ac.in>, bschooliqac jain <bschooliqac@cms.ac.in>

Noted Maam

[Quoted text hidden]

**10. Brochure/Poster: (JPEG format only) –**

**JGI JAIN** CMS  
DEEMED-TO-BE UNIVERSITY BUSINESS  
SCHOOL  
Faculty of Management Studies

**Internal Quality Assurance Cell (IQAC)**  
organises  
**One Day Workshop**  
on  
**Internal Audit Training Program – ISO-21001-2018**

**Resource Person**

 **Mr. G R Lakshmisha**  
Director  
Garani Consultants

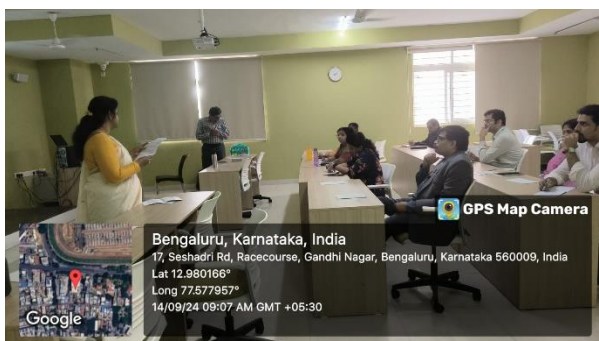
14<sup>th</sup> September 2024 09:00 AM - 04:15 PM Lecture Hall - 201

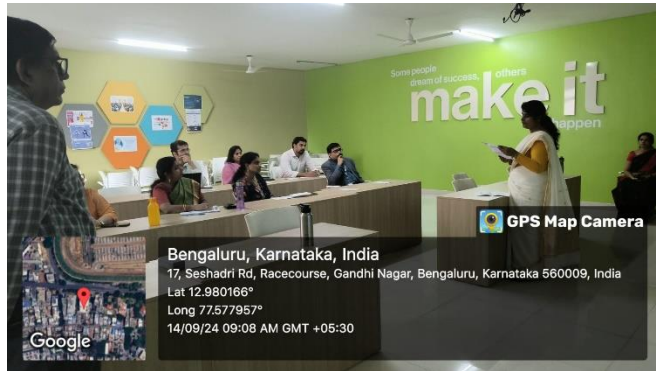
**IQAC Coordinator**  
Dr. Selvi S  
Professor  
IQAC & Accreditation coordinator

**Target Audience**  
Teaching & Non-Teaching Staff

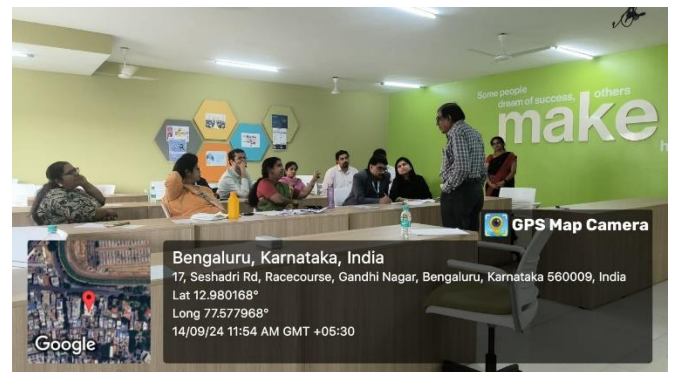
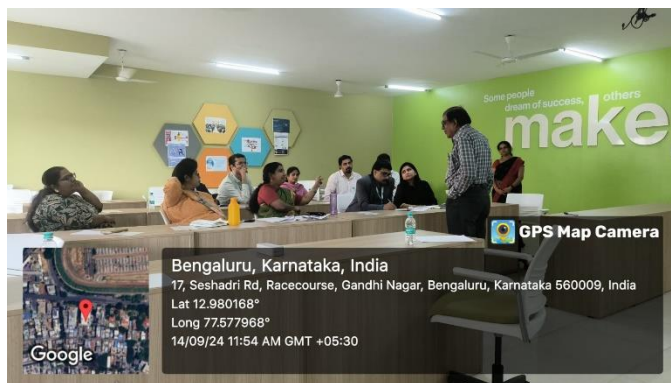
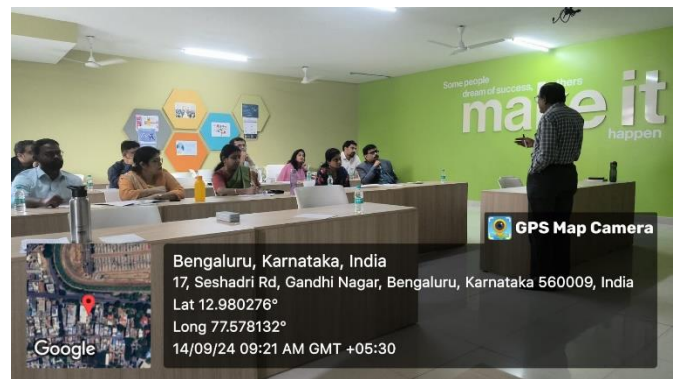
bschool.cms.ac.in

**11. Pictures for the Event: (Geo-Tag format only)**

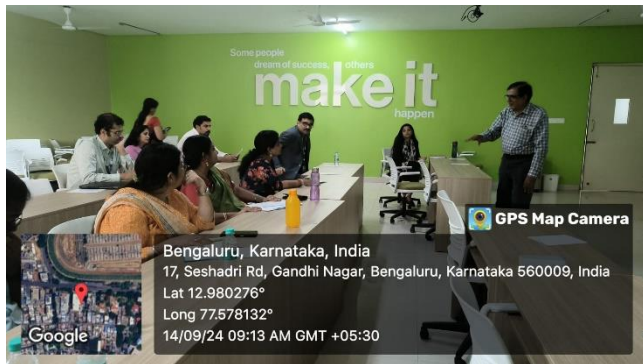
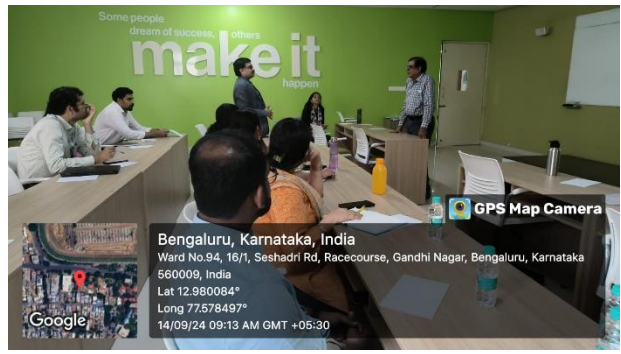
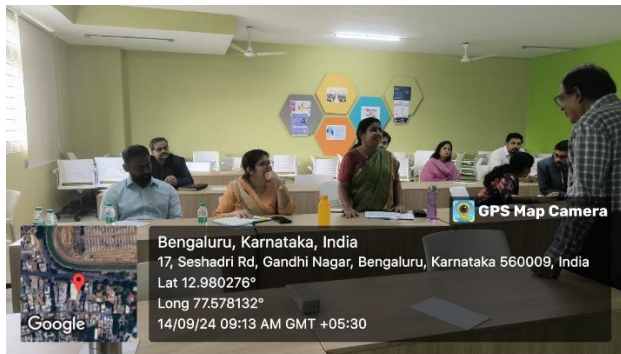




**Fig 1:: Dr. Selvi giving welcome Speech to the Guest, Faculties and Staff Members and also giving brief introduction about Mr. Lakshmisha.**



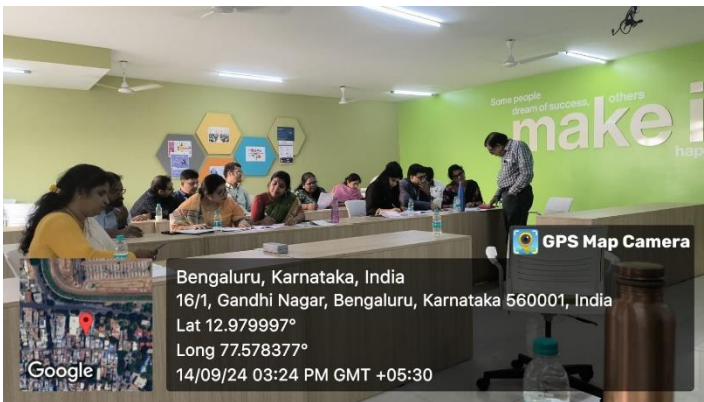
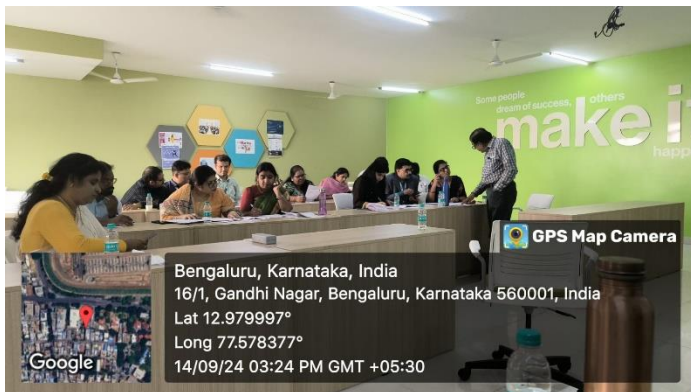
**Fig 2:: Dr. Lakshmisha briefing the schedule of the 2 days Programme**

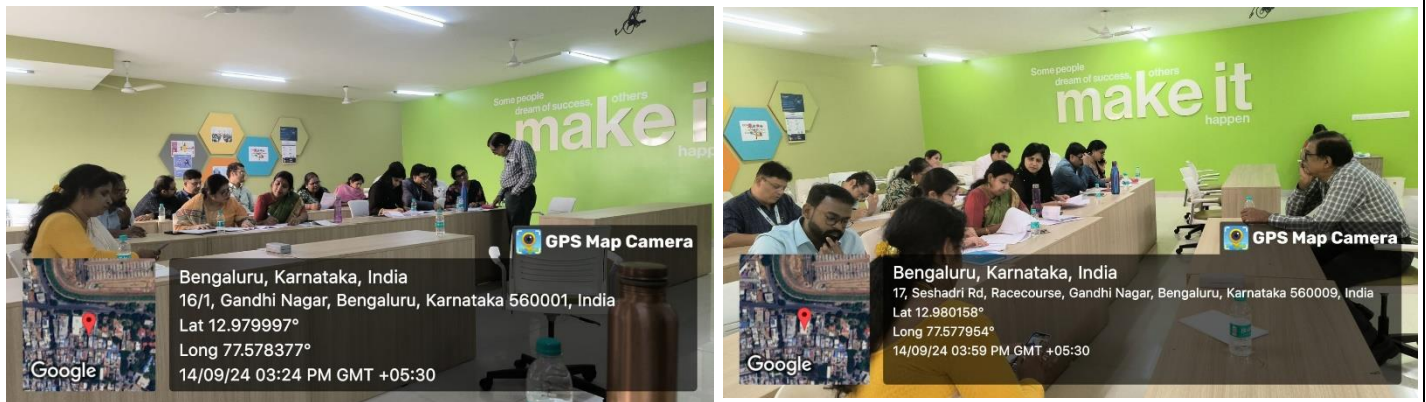


**Fig 3: Participant Introducing themselves to Resource Person Mr. Lakshmisha**



**Fig 4: Dr. Lakshmisha explaining the ISO Standards to all the training members.**





**Fig 5: After sessions started with making groups for the Activity-1 Workshop, Case study and Test Assignment the answer were discussed by Dr. Lakshmisha.**



**Fig 6: A group photo with Dr. Lakshmisha all other training members.**