



**EVERYTHING YOU WANTED TO KNOW ABOUT QUALITY ASSURANCE IN HEIs**

**Janki Devi Memorial College  
(University of Delhi)**

**(NAAC Accredited with Grade A+ and CGPA 3.43  
ISO 21001:2018 and ISO 9001:2015 Certified)**

**Under the aegis of Internal Quality Assurance Cell (IQAC)**

**in collaboration with**

**Centre of Assessments for Excellence (COAE) International**  
**(An accredited education-sector specific conformity assessment body)**

**is organizing an**

**International Conference  
on**

**Enhancing Quality and Achieving Excellence in HEIs :  
Complementary and Converging Roles of  
NAAC Accreditation and ISO 21001:2018 Certification**

**Date : 28th February 2024 (Wednesday)**

**Timings : 10:30 A.M. to 5:30 P.M.**

**Venue : Seminar Room, JDMC Campus and Zoom  
(Blended Mode)**

# OVERVIEW

**NAAC Accreditation and ISO Certifications are prime mechanisms to ensure quality in higher education.**

**NAAC was established in 1994 with a vision to make quality the defining element of higher education in India through a combination of self and external quality evaluation, promotion, and sustenance initiatives.**

**ISO was founded in 1947, and it publishes international standards in all technical and nontechnical fields. Presently, ISO has developed over 24,676 standards, covering aspects from manufactured products and technology to food safety, agriculture, education, and healthcare.**

**ISO 21001, Educational Organization Management Systems, released in 2018, is intended to provide a common management tool for organizations providing educational products and services capable of meeting learner and other beneficiary needs and expectations and it focuses on the specific interaction between an educational organization, the learner, and other relevant interested parties.**

**In May 2022, NAAC issued an advisory to HEIs to obtain certification under ISO 21001:2018 instead of ISO 9001:2015.**



# OBJECTIVES AND LEARNING OUTCOMES

The Conference is an attempt to understand the complementarity between the NAAC Accreditation and ISO 21001 Certification; and the convergence of the two in quality assurance, sustenance, and enhancement in HEIs in their quest towards excellence. The deliberations in the conference will aim to:

a. **Demystify the ISO 21001** standard for EOMS by

- imparting clarity on its objectives and significance for higher education institutions
- imparting an understanding of its principles
- disseminating awareness about its cardinal role in establishing the credibility of the management system of an educational organization
- emphasizing its in-built commitment to ensuring inclusive and equitable quality education
- highlighting its commitment towards social responsibility for all stakeholders.

b. Elucidate the rationale for **NAAC recommendation for ISO 21001** certification through duly certified agencies.

c. Establish the **similarities of objectives and outcomes between NAAC and ISO**

d. Illustrate the **role of ISO Certification in facilitating the HEI for NAAC - compliance**

e. Demonstrate **HEI engagement in self-evaluation and accountability** due to accreditation and certification

f. Discuss how both NAAC and ISO **encourage innovations** in higher education



# About JDMC

Janki Devi Memorial College is a premier college of the University of Delhi devoted to the empowerment of women through quality education for the last six decades. It has been accredited with a grade of A+ in its second cycle of NAAC accreditation. It has obtained ISO 21001:2018 and ISO 9001:2015 certifications. It is the first college of the University of Delhi to obtain ISO 21001:2018 certification.

The college was founded in 1959 by the famous Gandhian Shri Brij Krishan Chandiwalla in memory of his mother Smt. Janki Devi. JDMC aims to empower its young women students to become economically self-reliant, have the confidence to face the vicissitudes of a challenging society, contribute meaningfully to the society at large, and acquire the capability to think, lead and change the world.

Situated in New Delhi Ridge in idyllic surroundings with its lush green lawns and imposing building, the college offers twelve undergraduate courses in Liberal Arts, Social Sciences, Mathematics and Commerce, and eight postgraduate courses. JDMC is the Centre for Non-Collegiate Women's Education Board (NCWEB) and has been the Centre for School of Open Learning (SOL), University of Delhi. The college runs several add-on courses/certificate courses for students to enhance their skills. JDMC has MOUs with national and international agencies to provide much-needed real-world exposure to its students. It has more than 30 Societies/Clubs/Cells and 8 Centres for Excellence to give its students varied platforms to excel in various domains. The college has an extremely dedicated, committed, and motivated faculty and staff.



# About COAE

**COAE is an accredited education-sector-specific conformity assessment body. COAE is associated with hundreds of educational institutions in nearly 20 countries for its Academic Audits, Management System Audits (EOMS, QMS, ISMS, EMS), Green Audits, IT Audits, Process Assessments and Auditor Training Programs. COAE trainings are recognized/ accredited by the globally renowned Exemplar Global, USA. Certifications provided to the educational institutions by COAE are accredited by the IAF (International Accreditation Forum) MLA members - NABCB (Quality Council of India) and the United Accreditation Foundation (United States of America).**

**Established in 2016, COAE International was founded with the vision of revolutionizing the management systems within educational institutions, aiming for excellence, innovation, adoption of best practices, benchmarking, and the creation of global opportunities. Over the past seven years, COAE International has emerged as the most trusted partner for the assessment, audit, training, and certification requirements within the global education sector. Garnering trust from educational institutions worldwide, COAE has expanded its footprint to include operations in the United States, UAE, and the Middle East. The team of experts at COAE collaborates closely with both governmental and private institutions, offering advisory services and facilitating the effective implementation of the New National Education Policy 2020.**



# DISTINGUISHED PANELISTS



**Prof A.K. Singh**  
Head and Dean  
Department of Commerce  
University of Delhi, India



**Prof Sitaram Soni**  
Professor & IQAC - Director  
FLAME University, India



**Mr David Bong**  
Co-Founder and CEO  
Avant Assessment, USA  
Expert - ISO/TC 232



**Mr Anil Jauhri**  
Former CEO  
NABCB, India



**Dr Marie-Luise Stoll-Steffan**  
CEO - Life School GmbH  
Wiesbaden, Germany  
Expert - ISO/TC 232 &  
Lead Auditor - ISO 21001, 9001  
and 29993



**Dr Jamel Smida**  
Director - Quality Center  
Al Maarefa University, Riyadh



**Dr Arti Khosla**  
Founder & CEO - COAE, India  
Project Leader ISO 21001 -  
ISO/ TC 232/WG 7



**Prof Swati Pal**  
Principal  
Janki Devi Memorial College  
University of Delhi, India



# SCHEDULE

|   |   |
|---|---|
| 10:30 AM - 11:00 AM   | Registration  |
| 11:00 AM - 11:30 AM   | <b>Inaugural Session</b><br><i>Distinguished Guest:</i> Mrs Anuradha Krishna,<br>Chairperson, Governing Body, JDMC<br>- Welcome address<br>- Keynote Address by Prof Swati Pal, Principal, JDMC |
| <b>SESSION I : 11:30 AM - 1:30 PM</b>   |   |
| Dr Arti Khosla, Founder & CEO - Centre of Assessments for Excellence<br><i>ISO 21001 and Accreditation - An Overview of Transformative And Innovative Approaches</i><br>Prof Sitaram Soni, Professor & IQAC – Director, Flame University<br><i>Mapping the NAAC and ISO 21001</i><br>Mr Anil Jauhri, Ex-CEO, NABCB, Ex-APAC/IAF Peer Evaluator<br><i>Ensuring Authentic ISO 21001 Certification</i><br>Prof A.K. Singh, Head and Dean, Department of Commerce, University of Delhi<br><i>Excellence in HEIs through Accreditation Process</i><br>Interaction with panelists |   |
| 1:30 PM - 2:00 PM   | Lunch   |
| 2:00 PM - 3:30 PM   | OPEN HOUSE : Best Practices for Quality Assurance   |
| 3:30 PM - 4 PM  | Tea Break   |
| <b>SESSION II : 4:00 PM - 5:30 PM</b>   |   |
| Mr David Bong, Co-Founder and CEO, Avant Assessment, USA<br><i>Ensuring Inclusive and Equitable Quality Education for All - Demystifying ISO 21001</i><br>Dr Jamel Smida, Director-Quality Center, Al Maarefa University, Riyadh<br><i>Exploring Internal and External Advantages of ISO 21001</i><br>Ms Marie Luise Stoll-Stefan, CEO - Life School GmbH, Wiesbaden, Germany<br><i>Why is ISO 21001 Certification Becoming More Important in Times of Rapid Technological Change and AI</i><br>Interaction with panelists  |   |
| 5:30 PM   | Vote of Thanks  |

# ELIGIBILITY

- This programme is **open to all teaching and non-teaching members** of colleges/universities.
- There is **no registration fee** for the participants for this workshop.
- **E - Certificates will be given** only to those candidates who attend the conference for **full duration**.

# REGISTRATION PROCESS

- The **last date for registration** of the workshop is **26th February, 2024**.
- Click the **Link** or scan **QR code** for registration **<https://forms.gle/DhyoaNb9hk2VhuKs5>**.
- After registration is completed, you will receive the **WhatsApp group link**. It is **mandatory to join the group** for further updates.
- For any queries, please mail to **iso@jdm.du.ac.in**





# ORGANISING COMMITTEE

## PATRONS

**Dr Arti Khosla**

Founder and CEO

Centre of Assessments for Excellence

**Prof Swati Pal**

Principal

Janki Devi Memorial College

## IQAC COORDINATOR & SYSTEMS COORDINATOR, ISO

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**Prof Ruby Bhardwaj**

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