



जानकी देवी मेमोरियल कॉलेज JANKI DEVI MEMORIAL COLLEGE

(दिल्ली विश्वविद्यालय)/(University Of Delhi)

सर गंगा राम अस्पताल मार्ग, नई दिल्ली-110060
Sir Ganga Ram Hospital Marg, New Delhi-110060

दूरभाष/Tel. : 49876630, ई-मेल/E-mail : jdmcollege@hotmail.com, वेबसाइट/Website : http://jdm.du.ac.in

आइ एस ओ 21001 : 2018 व आइ एस ओ 9001 : 2015 प्रमाणित एवं NAAC प्रत्यायित A+ महाविद्यालय
An ISO 21001 : 2018 and ISO 9001 : 2015 Certified and NAAC Accredited 'A+' College

BEST PRACTICES 2022-23

BEST PRACTICE 1

1. Title of the Practice

Systems Approach to Process Management as per ISO guidelines

2. Objectives of the Practice

- Decentralization of quality consciousness and participative management
- Process-based-approach
- Standardization, Transparency and accountability
- Focus on learners needs and expectations
- Review and self-evaluation
- Evidence-based approach
- Risk management

3. The Context

JDMC has always been quality conscious. Following the NAAC-advisory dated 26th-May-2022, the college geared itself towards obtaining ISO 21001:2018 certification.

4. The Practice

The college worked towards its preparedness for the certification:

1. Holding Awareness/sensitization sessions for the entire staff
2. Aligning ISO requirements with those of accreditation and ranking frameworks
3. Compilation of policy documents into Policy Manual
4. Detailed analysis of processes, procedures, and risks; streamlining of processes, procedures to attain uniformity and facilitate innovations and continual improvements.
5. Preparation of documentation in ISO formats
6. Conduct of Internal Auditors Training on 14th-15th December, 2022 for 15 teachers and 5 non-teaching staff

As per ISO guidelines, the Internal Audit and Management Review Meeting were duly conducted in Jan-Feb 2023. ISO External Audit- Stage I and Stage II was held in Feb-March-2023.



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5. Evidence of Success

The college received ISO 21001:2018 and 9001:2015 certifications in March 2023. The Audit was conducted by Centre of Assessments for Excellence (COAE), the first accredited education-sector specific conformity assessment body in the world.

This recognition is the validation of an effective educational management system as per international standards at JDMC.

6. Problems Encountered and Resources Required

- There were some resistance/divergent views among staff which were effectively dealt with by an effective change management.
- The need for expert guidance and clerical assistance was conveyed to the administration that made both available to staff.

BEST PRACTICE 2

1. Title of the Practice

Peer Student Mentorship Programme

2. Objectives of the Practice

- Decentralization, participative management, and collective-responsibility
- Honing leadership skills among student mentors
- Increasing institutional knowledge
- Inculcating spirit of peer support
- Making students conscious of their actions and their contribution towards college performance in ranking and accreditation frameworks

3. The Context

JDMC has been actively working towards providing students with opportunities to enhance their skills and make them ready to be future leaders. This aligns perfectly with the norms of National Education Policy (NEP).



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4. The Practice

The leadership encouraged the Students Union, JDMC to initiate the Peer Mentoring Programme. 'Train the Mentor' sessions were conducted. A team of student-mentors was thoroughly mentored by the IQAC. Besides being informed about various-aspects-of-functioning-of-college, they were also trained to effectively communicate these to fellow-students and to address-their-queries/concerns.

The Student-Mentors conducted numerous mentoring sessions department-wise-as-well-as-for-entire-college-as-a-whole. They mentored the students about the history-and-legacy of the college/infrastructure/programs-offered/opportunities-available/add-on-courses/workshops/seminars/Internship-and-Placement-opportunities/Research-and-Innovation-opportunities/Societies-and-Extracurricular-Activities/Cultural-Events/Sports-and-Fitness facilities/Counselling-Services.

The mentors also emphasized the need and importance of participation in quality assuring and enhancing accreditation, ranking and audit frameworks- NAAC/NIRF/ISO and how students' active-contribution/involvement can improve the outcomes. They also explained Grievance-redressal-mechanisms available to students including open-Communication-Channels/Student-Feedback/student-faculty-meetings.

5. Evidence of Success

Mentoring sessions were conducted successfully and effectively. This initiative achieved its objective of empowering-students by capacity-building and encouraged peer learning. The sessions were highly appreciated by the mentees and a close-knit relationship evolved among student body.

6. Problems Encountered and Resources Required

Problem-encountered: Lethargy on part of students to try to increase awareness about their institution and understand their role in growth of the institution.

Resources-required: Need to train more mentors and to make mentoring sessions a regular and ongoing feature.