



**Janki Devi Memorial College**  
**University of Delhi**  
**JDMC-IQAC**

**Event Report**

Name of the event:	A workshop On ISO 21001:2018: Audit of Teaching- Learning Process
Name of the organizer (s):	Dr Shilpa Chaudhary, Prof Ruby Bhardwaj, Prof Payal Nagpal, Mr Dinesh Kataria & Dr Madhulika Nirmal
Type of event (intra-college/inter-college/ state/ national or any other collaboration)	Intra College
Objectives of the event:	Workshop on ISO Processes
Name and Affiliation of the Resource person ( <i>if applicable</i> ):	Dr Shilpa Chaudhary Prof Ruby Bhardwaj
Name and Affiliation of Judge of the event ( <i>If applicable</i> ):	NA
Name and Affiliation of Prize winner of the event ( <i>If applicable</i> ):	NA

**Brief Report**

The ISO Committee under the aegis of IQAC conducted a workshop on *ISO 21001:2018: Audit of Teaching-Learning Process* on 24<sup>th</sup> Sept 2024 in Room no. 14 between 12 noon and 1 PM. A total of 38 faculty members attended the workshop from the following departments:

1. Hindi
2. History
3. Philosophy
4. EVS
5. Music
6. Physical Education

Prof. Ruby Bhardwaj began the session by providing an in-depth explanation of the foundational concepts of ISO standards, focusing on key elements such as the role of internal auditors, the Educational Organizations Management System (EOMS), and the specifics of ISO 21001. She highlighted the importance of understanding these standards in the context of educational institutions, as they are pivotal in ensuring quality and continuous improvement.

Prof. Bhardwaj then moved on to outline the planner for association activities, recognizing that many faculty members actively participate in these events throughout the year. This helped to frame the context of the discussion, ensuring that faculty involvement and contributions were considered within the larger framework of institutional improvement and ISO compliance.

The session also delved into the templates used for curricular and co-curricular events, with Prof. Bhardwaj stressing the need for these activities to be thoroughly documented and systematically managed. A central theme in her discussion was the importance of students, who are seen as the primary stakeholders in the educational process. This recognition underscores the commitment of the institution to prioritize student welfare and development in alignment with ISO standards.

Another critical point addressed during the session was the role of Teacher-in-Charges (TICs) in managing feedback mechanisms and generating Action Taken Reports (ATR). Special attention was given to how these mechanisms should cater to the needs of vulnerable student groups such as visually handicapped (VH), persons with disabilities (PWD), and hearing-impaired stakeholders. This was in recognition of the diverse needs of the student body and the need for an inclusive, accessible approach to education.

The workshop then turned its focus to risk management in teaching and learning processes, with Prof. Bhardwaj discussing the importance of identifying potential gaps in the Internal Audit (IA) and Course Assessment (CA) processes. She emphasized the need for special attention to remedial classes and tutorials, ensuring that they are adequately designed to address gaps in student learning. This was framed within the larger context of improving the teaching-learning experience and ensuring that all students, irrespective of their learning pace, are supported effectively.

To aid in the alignment with ISO processes, the attendees were introduced to a list of sample audit questions that could guide the evaluation of their institutional practices. Prof. Bhardwaj highlighted the importance of having clear rubrics for assessments and evaluations across departments, ensuring consistency and fairness in academic judgment. Additionally, she stressed the need for differential learning methods to cater to the varied learning abilities of students, particularly in the context of slow and advanced learners.

Dr. Shilpa Chaudhary, who joined the workshop via Zoom, provided valuable insights into the necessary formats and documentation practices for teaching plans in alignment with ISO standards. She introduced practical solutions for record-keeping, recommending the use of tools like Google Drive, soft copies, and WhatsApp to simplify and streamline the documentation process. Dr. Chaudhary also highlighted the pivotal role of TICs in the successful promotion and implementation of ISO processes within the institution, emphasizing their responsibility in ensuring that the ISO standards are adhered to at every level.

In summary, the session provided comprehensive guidance on integrating ISO standards into educational practices, with a focus on systematic documentation, inclusive teaching practices, risk management, and the active involvement of faculty in continuous improvement efforts. The workshop also reinforced the idea that maintaining ISO compliance is an ongoing process that requires collaboration and commitment from all stakeholders.

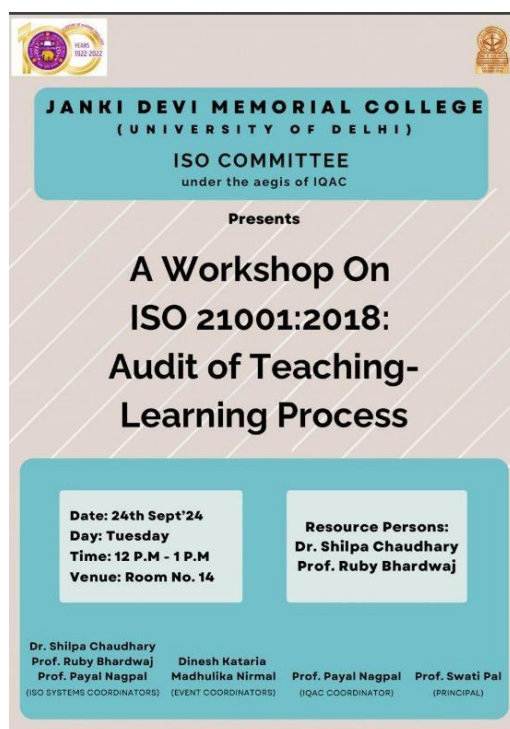
Zoom link:

<https://us06web.zoom.us/j/89693753737?pwd=fuSqThCDx6CO4wVYbmJUoJLFjDb81x.1>

The workshop ended with a short quiz for all the participants which helped them revise the essence of the workshop.

Link for the quiz: <https://forms.gle/ri1MHMcbsfLbCWcG7>

**Poster of the event (English and Hindi):**



The poster is for a workshop organized by Janki Devi Memorial College, University of Delhi. It features a light blue header with the college name and ISO Committee details. The main title is 'A Workshop On ISO 21001:2018: Audit of Teaching-Learning Process'. Below this, two boxes provide the date (24th Sept'24), day (Tuesday), time (12 P.M - 1 P.M), and venue (Room No. 14). Another box lists the resource persons: Dr. Shilpa Chaudhary and Prof. Ruby Bhardwaj. At the bottom, a row of four boxes lists the coordinators: Dr. Shilpa Chaudhary, Prof. Ruby Bhardwaj, Dinesh Kataria, Madhulika Nirmal, Prof. Payal Nagpal, and Prof. Swati Pal, with their respective roles in parentheses.

**JANKI DEVI MEMORIAL COLLEGE**  
(UNIVERSITY OF DELHI)  
**ISO COMMITTEE**  
under the aegis of IQAC

**Presents**

**A Workshop On  
ISO 21001:2018:  
Audit of Teaching-  
Learning Process**

**Date: 24th Sept'24**  
**Day: Tuesday**  
**Time: 12 P.M - 1 P.M**  
**Venue: Room No. 14**

**Resource Persons:**  
**Dr. Shilpa Chaudhary**  
**Prof. Ruby Bhardwaj**

**Dr. Shilpa Chaudhary**  
**Prof. Ruby Bhardwaj**  
**Prof. Payal Nagpal**  
(ISO SYSTEMS COORDINATORS)

**Dinesh Kataria**  
**Madhulika Nirmal**  
(EVENT COORDINATORS)

**Prof. Payal Nagpal**  
(IQAC COORDINATOR)

**Prof. Swati Pal**  
(PRINCIPAL)



The poster is the Hindi version of the workshop announcement. It follows the same layout as the English version. The header mentions 'जानकी देवी मेमोरियल कॉलेज (दिल्ली विश्वविद्यालय) आईएसओ समिति'. The title is 'ISO 21001:2018 कार्यशाला: शिक्षण-अध्ययन प्रक्रिया अंकेक्षण'. The date and time are 'तारीख: 24 सितम्बर 24' and 'दिन: मंगलवार समय: दोपहर 12 बजे - दोपहर 1 बजे'. The venue is 'स्थान: कक्ष नं. 14'. The resource persons are 'डॉ. शिल्पा चौधरी' and 'प्रो. रुबी भारद्वाज'. The coordinators listed at the bottom are 'डॉ. शिल्पा चौधरी', 'प्रो. रुबी भारद्वाज', 'प्रो. पायल नागपाल', and 'प्रो. स्वाति पाल' with their roles in parentheses.

**जानकी देवी मेमोरियल कॉलेज**  
(दिल्ली विश्वविद्यालय)  
**आईएसओ समिति**  
आईएसओ के तत्वावधान में

**प्रस्तुत करता है**

**ISO 21001:2018 कार्यशाला:**  
**शिक्षण-अध्ययन प्रक्रिया अंकेक्षण**

**तारीख: 24 सितम्बर 24**  
**दिन: मंगलवार**  
**समय: दोपहर 12 बजे - दोपहर 1 बजे**  
**स्थान: कक्ष नं. 14**

**संसाधन व्यक्ति:**  
**डॉ. शिल्पा चौधरी**  
**प्रो. रुबी भारद्वाज**

**डॉ. शिल्पा चौधरी**  
**प्रो. रुबी भारद्वाज**  
**प्रो. पायल नागपाल**  
(आईएसओ विभाग समन्वयक)

**दिनेश कटारिया**  
**मधुलिका निर्मल**  
(इवेंट समन्वयक)

**प्रो. पायल नागपाल**  
(आईएसओ समन्वयक)


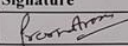
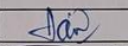
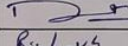
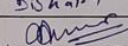
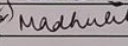

**प्रो. स्वाति पाल**  
(प्रधानाचार्य)

## Record of Attendance (Photos of attendance record):

Resource Persons		Prof. Ruby Bhandwaj & Dr. Shilpa Chaudhary		ATTENDANCE SHEET	
Training Topic		A workshop on ISO 21001:2018: Audit of teaching learning process		Date: 24 <sup>th</sup> Sept 2024	
Trainer		Dr. Shilpa Chaudhary, Prof. Ruby Bhandwaj		Doc: F-TRG-02 Rev: 00 Date: 01-09-2022 Page 1 Of 3	
Sl. No.	Name of the person	Department	Signature	Remarks	
1	Prof. Sandhya Garg	Hindi	[Signature]		
2	Prof. Sudha Upadhyaya	Hindi	[Signature]		
3	Dr. (Mrs.) Vinita Rani	Hindi	[Signature]		
4	Dr. (Mrs.) Rajni Bala Anuragi	Hindi	[Signature]		
5	Dr. (Mrs.) Nisha Malik	Hindi	[Signature]		
6	Prof. Sangeeta Gupta	Hindi	[Signature]		
7	Prof. Seema Sharma	Hindi	[Signature]		
8	Dr. (Mrs.) Poonam Yadav	Hindi	[Signature]		
9	Ms. Orgina M. Lakadong	Hindi	[Signature]		
10	Dr. Meenakshi	Hindi	[Signature]		
11	Dr. (Mrs.) Vandana	Hindi	[Signature]		
12	Dr. Anil Kumar	Hindi	[Signature]		
13	Ms. Manjari Gupta	Hindi	[Signature]		
14	Dr. Deendayal	Hindi	[Signature]		
15	Dr. Vivek Sharma	Hindi	[Signature]		
16	Dr. Rahul Prasad	Hindi	[Signature]		
17	Prof. Somya Gupta	History	[Signature]		
18	Dr. Tara Sheemar	History	[Signature]		
19	Prof. Manisha S. Agnihotri	History	[Signature]		
20	Dr. Natasha Nongbri	History	[Signature]		
21	Dr. Manisha Sharma	History	[Signature]		

ATTENDANCE SHEET		Doc: F-TRG-02 Rev: 00 Date: 01-09-2022 Page 2 Of 3		
Training Topic		Date:		
Trainer				
Sl. No.	Name of the person	Department	Signature	Remarks
22	Mr. Abhinav Mishra	History	[Signature]	
23	Ms. Shweta Singh	History	[Signature]	
24	Ms. Ankita Kumar	History	[Signature]	
25	Dr. Khurshid Alam	History	[Signature]	
26	Dr. Akanksha Kumar	History	[Signature]	
27	Ms. Anuradha Goswami	History	[Signature]	
28	Ms. Babita	History	[Signature]	
29	Mr. Nirmal Kumar	History	[Signature]	
30	Ms. Kailash Rani	History	[Signature]	
31	Mr. Pravin Kumar	History	[Signature]	
32	Mr. Dinesh Kataria	History	[Signature]	
33	Mr. Shivam Sharma	History	[Signature]	
34	Mr. Ajeet Kumar	History	[Signature]	
35	Mrs. Himanshu B. Jagreb	Philosophy Department	[Signature]	
36	Dr. Sundya N. Kulkarni	Philosophy Department	[Signature]	
37	Dr. (Mrs.) Jayanti P. Sahoo	Philosophy Department	[Signature]	
38	Dr. Sipu Jayaswal	Philosophy Department	[Signature]	
39	Dr. Sarat Chandra Bibhar	Philosophy Department	[Signature]	
40	Dr. Shiwani Burnwal	Philosophy Department	[Signature]	
41	Dr. Deepak Rawat	EVS	[Signature]	
42	Ms. Sana Rehman	EVS	[Signature]	



		<b>ATTENDANCE SHEET</b>		Doc.: F-TRG-02 Rev.: 00 Date : 01-09-2022 Page 3 Of 3
Training Topic				Date:
Trainer				
Sl. No.	Name of the person	Department	Signature	Remarks
43	Dr. (Mrs.) Perna Arora	Music		
44	Dr. (Ms.) Gurinder Hernam Singh	Music		
45	Prof. Abha Jain	Phy. Education		
46	Dr. Tarun Routhan	Phy. Education		
47	Ms. Bishakh Choudhury	EVS		
48	Kushani Thakur	EVS		
49	Dr. Madhulika Nermal	English (Coordinator)		

### Geotagged pictures of the event :

