

## INTERNATIONAL CERTIFICATION SERVICES (ASIA) PVT. LTD

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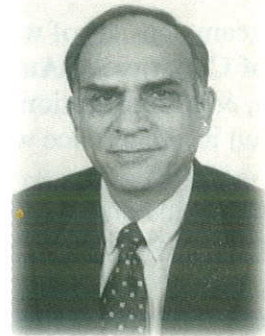
### Quality News and Views - Internal Magazine of ICS

#### QUALITY MANAGEMENT SYSTEMS FOR EDUCATIONAL INSTITUTE

##### *To Beat Globalization Threat in Education*

##### **Our Experience:**

The Globalization has affected the Educational Institutions at present in India. Worldwide boundaries have been shrinking & bringing countries closer and closer. Fast change in socio-economic, national and intellectual factors, political scenario, advancement of telecommunication and transportation & technological advancement has helped developing countries to penetrate into global market giving equal opportunities to advanced and developed countries.



Today you find number of educational institutes showing great interest in the very large Indian continent by launching their services and large strategic partnership to extend their expertise and knowledge in education.

The situation of education in India has dramatically changed due to presence of number of educational institutions. The institutions are looking forward to embrace advance educational system to be able to withstand competitive market place, as students have very wide choice of institutions to select from and curriculum to choose.

ISO 9001:2000, Quality Management System gives a method/way to the educational institutions which will help them to achieve **“Excellence in Quality”** and **“Continual Improvement”**.

International Certification Services have certified more than thirty educational institutes in the state of Maharashtra, New Delhi, Haryana, Punjab, Karnataka & Goa and nearly twenty more educational institutes are under advance stage of Certification.

We would like to share our experiences gained, benefits recovered by the institutions & marketing edge by adopting internationally proven Quality Management System, ISO 9001:2000.

ISO 9001:2000, Quality Management System is a voluntary standard launched by the International Organization Of Standardization, Geneva in the year 2000 (revised addition). This international ISO Standard is generic in nature & is applicable to the manufacturing sector and service industry equally. Service industry covers educational institutes, financial sector, health care and hospitality industries.

ISO 9001:2000 standard requires a documented Quality System Manual and six mandatory procedures for the effective implementation and maintenance of the Quality Management System. It also takes care of all the legislative and regulatory requirements applicable in the state.

Contd..

# QUALITY MANTRA



ISO 9001:2000, Quality Management System is based on Eight Management Principles, Process Approach & Continual Improvement. These eight management principles are;

- Leadership
- Customer Focus
- Involvement of people
- Process Approach
- System approach to management
- Continual improvement
- Factual approach to decision making
- Mutually beneficial supplier relationship

Our audit team consists of well experienced and highly qualified Lead Auditors registered with **International Register of Certificated Auditors**, London along with specialists having expertise in the educational & teaching profession, & administration field. This ensures the compliance of the Quality Management System of the organization in accordance with ISO 9001:2000, Quality Management System.

Our experience has shown good amount of improvements in the organization's management system during the implementation of and certification of the ISO 9001:2000 standard, which covers:

- Improved management system
- Improved organization change from hierarchy to modern management system.
- Well defined responsibility & authority of managerial staff & teachers
- Improved commitment by the top management
- Improved student & parent satisfaction
- Improved educational results
- Improved overall education system
- Improved competence of teaching staff & faculty
- Improved selection of right & competent external faculty members
- Improved & well maintained infrastructure i.e. building, equipments & laboratory etc...
- Calibration of equipments for improved practical results
- Improved house keeping for hygienic & safety aspects
- Improved extra curricular activities of the student
- Redressal of complaints of students & parents
- Improved curriculum & syllabus
- Management staff satisfaction
- Improved planning & performance of teaching
- Improved efficiency thus improved financial results gives an international image & recognition
- Helps to know your business advantages, strengths and weaknesses
- Better time utilization by the top management instead of doing the fire fighting (busy in doing day to day work)
- Better and improved control of services
- Well planned quality policy and objectives to achieve organization goal & vision
- Well-established management system, which is not individually dependent and brings redundancy in the system.
- Regular internal audits provide insight of the system to know its effectiveness
- Regular management review to ensure continual improvement



# QUALITY MANTRA



- Taking timely care of the legislative and regulatory requirements
- Improvement in documentation such as maintenance of quality records and its retrieval
- Improved integrated management system with academics to provide value added and effective educational system.
- To obtain regular feed back from students, parents and authorities for continual up gradation of educational system.
- Helps you to pace with latest development & technology and teaching techniques
- Decision based on analysis of data, factual data rather than gut feeling.

Today you notice number of advertisements appearing in newspaper about the storming of education industry from abroad, as they see India as one of the potential market. India is fortunate to have highly qualified personnel with excellence, academic experience which could be exploited to the maximum by integrating it with the intellectual management system, ISO 9001:2000 so as to get a business advantage to be able to stand in the competitive education field.

*Sundar Kataria.*

## Some of the educational institutions certified by ICS :

Reg.no.	Name	Station	City
R91/038	Institute of Technology & Management	Delhi	Haryana
R91/266	Baby Martin Senior Secondary School	Delhi	Luchnow, U.P.
R91/318	Haryana College of Technology & Management	Delhi	Haryana
R91/319	Institute of Engineering & Technology	Delhi	Roppar-Punjab
R91/473	N.C. College Of Engineering	Delhi	Faridabad, Haryana
R91/484	Lala Lajpatrai Institute OF Engineering& Technology	Delhi	Moga, Punjab
R91/657	D.A.V. Public School	Mumbai	Nerul, Navi Mumbai
R91/670	Shri Sant Gajanan Maharaj College Of Engineering	Delhi	Buldana, Maharashtra
R91/729	Rayat Institute Of Engineering & Information Technology	Delhi	Nawanshahr, Punjab
R91/733	J P Academy	Delhi	Meerut, Uttar Pradesh
R91/790	Punjab College Of Technical Education	Delhi	Ludhiana, Punjab
R91/864	Saraswathi Vidya Bhavan's Oxford School	Mumbai	Mumbai
R91/865	NES Junior College Of Arts, Science & Commerce, NES Vocational Junior College	Mumbai	Mumbai
R91/866	NES High School, NES Primary School, NES Sunbeam School	Mumbai	Mumbai
R91/867	NES Ratnam College (Jr, College Of Science, Degree College Of Arts, Science & Commerce & Post Graduate Centre	Mumbai	Mumbai
R91/869	Saraswathi Vidya Bhavan's College Of Pharmacy	Mumbai	Mumbai
R91/876	OPBESWT - RIMT - IMCT Institute Of Management & Computer Technology/Regional Institute Of Management & Technology	Delhi	Gobindgarh, Punjab
R91/934	J. P. Institute Of Hotel Management & Catering Technology	Delhi	Meerut, Uttar Pradesh
R91/937	Gian Jyoti Institute Of Management & Technology	Delhi	Chandigarh
R91/990	Nice Management College (Nice Society)	Delhi	Meerut
R91/991	Shobhit Institute Of Engineering & Technlogy	Delhi	Meerut & Saharanpur
R91/1011	D.A.V. Public School, Airoli	Mumbai	Airoli
R91/1013	D.A.V. Public School, Thane	Mumbai	Thane



# QUALITY MANTRA



## *Quality in Educational Institutes*

By S.P Aggarwal

Quality is at the top of most agendas and improving quality is probably the most important task facing any educational institute. Quality is what makes the difference between things being excellent or run-of-the-mill. Increasingly, in education quality makes the difference between success and failure. Of late, educational institutes are recognizing the need to improve the quality of education and pursue it and deliver it to their pupils and students. There are plenty of candidates for the source of quality of in education well maintained buildings; outstanding teachers; high moral values; excellent examination results; specializations; the support of parents; plentiful resources; the application of the latest technology; strong and purposeful leadership; the care & concern for pupils and students; a well balanced curriculum; or some combination of these factors.

### The “Product” of Education

What is the product of education? And who are the customers? - in case of educational institutes. The students are often spoken about as if they are the product or learners are the output. Terms like “the supply of graduates” make education sound like a production line with students emerging from the end of it. For a product to be subject of a quality assurance process first specify and control the source of supply. Secondly, the “raw material” must pass through set of standard processes and the output must meet pre-determined and defined specifications. Such model does not easily fit education, as process of education is anything but uniform. It is impossible to produce students to any particular guaranteed standard as human beings are notoriously non-standard and they bring into education situations a range of experiences, emotion and opinions, which cannot be kept, in the background of the operation. Judging quality in education is different from inspection of output of a factory. The idea of learner is as the product misses the complexities of learning process and the uniqueness of each individual learner. For the purpose of analyzing quality, view education as a service industry than as a production process. The services include tuition, assessment, and guidance to the students, their parents and sponsors.

### The customers of education are-

Education (Value added to learners)	The service
The Learner	Primary External Customer or Client
Parents / Employers	Secondary External Customer
Labour Market/Government/Society	Tertiary External Customer
Teacher Supporting Staff	Internal Customers

While the major focus of any institution (school/college or university) must be on the external customers learners / parents etc. it is important to remember that everyone working in the institution provide service to their colleagues. Teachers /staff members are known as internal customers. Poor internal relationship prevents an institution working properly and in the end it is the external customer who suffers. However, primary focus of educational institutions should be the needs and views of the learners as learners are the reasons why institutions exist and they carry its reputation.

Education is about learning. Learners are all different and learn best in a style suited to their needs and inclinations. An educational institution, which takes the quality route, must take seriously the issue of learning styles and needs to have strategies for individualization and differentiation in learning. The learner is a primary customer, and unless the learning style meets individual requirements it will not be possible for any institution to claim that it has achieved total quality.



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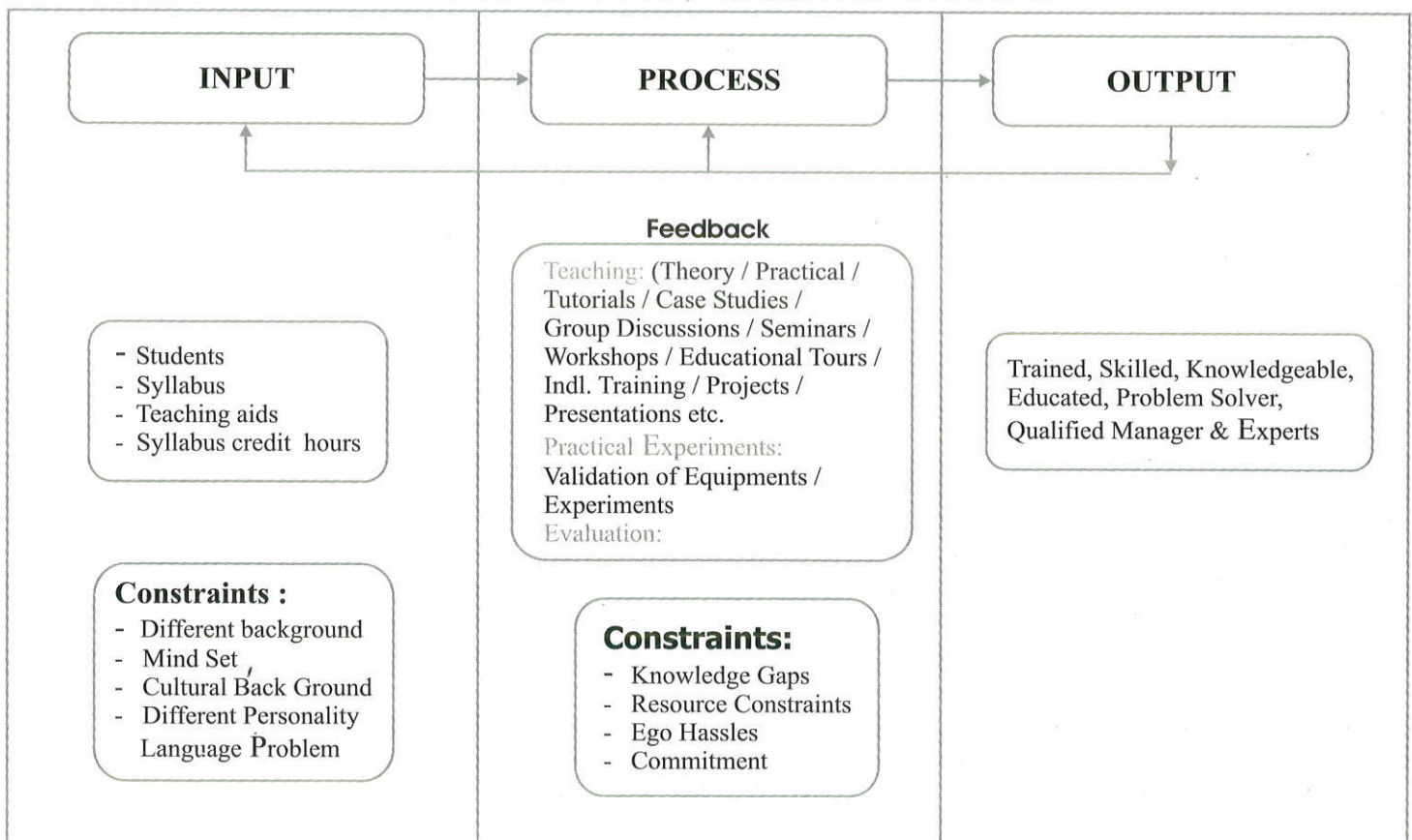
Educational institutions have an obligation to make learners aware of the variety of learning method available to them. Also detailed monitoring through progress charting will need to be undertaken by Both teachers & students to ensure that all are on right track. This is important to ensure that timely and appropriate corrective action can be applied if there is danger of failure. Also institutes must establish strong feedback loop as an important element of quality assurance process. Evaluation should be a continuous process and not just left until the end of the program of study. The results of evaluation processes should be discussed with the students, perhaps by means of completing the record of achievements. The very act of being involved in the evaluation will assist in building up the student's analytical skills.

It is important that the institutions use the results of the formal monitoring to establish the validity of its programs. It must be prepared to take corrective and preventive actions if the customer's experiences do not meet their expectations. None of this is easy. It can be an emotional experience and one that can take unexpected turns.

ISO / TQM provides best opportunities for quality education is already being recognized by educational institutes. The entry of private institutes in education sector in a big way has prompted these institutes to take lead to establish quality management systems in every education process (main or supporting) by opting to go in for ISO Certification. The main education processes are teaching / practical experiments / case studies etc., supporting being admission, examination (internal/external), library, purchase, training & placement, extra-curricular activities, hostel/ mess / medical facilities, internal & external communication, maintenance of facilities, training of trainers, control of nonconformities, corrective & preventive actions etc. ISO establishes systems and procedures in both main and supporting processes and thereby ensuring “ Do it right first time and every time”

The following describes the education as a process; its validation and constraints associated with it.

Education as a Process, Validation And Constraints





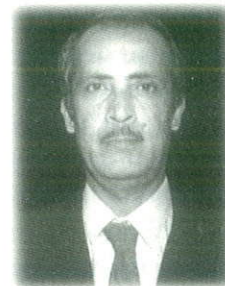
# QUALITY MANTRA



## *The Guru Mantra:*

By Dr. P.K. Padmanabhan

All the time, in school, a student is receiving knowledge and ideas. Education at these pre-university stages has a special importance because these are the years when human mind is most impressionable. So majority of the students are under the care and influence of pre-primary, primary and secondary school teachers during the most formative years of their lives. Teachers have to train and mould the minds of our young people so as to make them worthy citizens of our democratic state. Whatever training you give them will change the nation. That change must make for a better and healthier nation. Here lies the tremendous responsibility on a teacher. To discharge that responsibility, he or she has to be quality oriented. Then only mediocrity will be detested and excellence accepted. Excellence can come only via a commitment to certain norms of quality. Student-centric learning, integrated education, continual improvement, effective teaching methods and benchmarking are some of the strategies that educational institutions need to adopt. Ultimately teachers are members of quality teams who spread quality culture in an institution.



## *Attitudinal Change:*

The Japanese are very devoted to their nation; they are proud of their nation; they are proud of their country and its history and culture; they will do everything to improve their country. If they go to a foreign country for education, they will return home and use their own knowledge and talents for the welfare of their own country. It is said that a big man does a small work and makes that work big and a small man does a big work and makes that work small. It all depends on us. We have to achieve an intrinsic bigness in ourselves and we have to then impart that bigness to the functions we perform. Vedanta considers this character as the greatest energy in the world. A teacher has to generate that energy in oneself and instruct and inspire the students.

## *The Guru:*

Role of a teacher is to shape the minds of the younger generation. That shaping will be on positive lines; development of a scientific and humanistic attitude and temper, self discipline, concern for other people and ecological awareness and concern a firm conviction that democracy thrives on tolerance and a firm commitment "to break wits" and "not to break heads". To strengthen our democracy, teachers must instill into the students our ancient cultural spirit of tolerance of different opinion and view points and acquaint them with the modern wisdom expressed in the dictum of the famous French thinker, VOLTAIRE: "I do not accept what you say: but I will defend with my life your right to say so".

## *The Individual & The Person*

*"Persons are individuals who transcend their organic individuality in conscious social participation"*  
-Sir Julian Huxley

You are, as an individual, only a genetically limited man or woman. You transcend that genetic limitation by conscious social participation and thus grow into a person. You develop the capacity to love and to be loved. By this, you expand beyond your organic limitation. Individuality represents the ego as genetically limited and personality represents the ego as expanding beyond that genetic limitation. This can be illustrated with an example.

"A father brought from the market two fruits for his two children at home; he gave one fruit to each child. The elder child took the fruit, found it fine, straight away went to his room, closed the door, ate the fruit, wiped his mouth and came to the courtyard. The second child took the fruit, found it fine, straight away went to his comrades in the courtyard, and shared the fruit with all of them".



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Between the two children, who is the truly educated one? The first one is very intelligent, but that intelligence has become mere CLEVERNESS due to being self-centered. There you see just an individual, not yet developed into a person; but the second has achieved that growth into a person. He has expanded so as to think of others, care for others and has developed the spirit of service. Here you can see the moral, ethical and humanistic development of the child. Our children must be helped to imbibe this kind of attitude, achieve this type of growth. That is the very soul of education increasing the energy resources in man and giving it a humanistic direction.

The fact is everything in India is in the melting pot education, politics, religion, society etc. The nation needs the services of millions of teachers who have trained minds and not stuffed brains we are sure that excellence will be achieved through these quality imperatives.

*The DAV Experience of Implementing ISO-9001 in Their Schools*  
By Prof. S. Sharma

“With ISO-9001 Certification Of DAV Public Schools Society And Students Are The Focal Point”  
- DR. K.B. Kushal- Regional Director

**“ISO-9001 Will Constantly Remind Us Of Continual Improvement Through Monitoring, Measuring And Feedback Of Customer Satisfaction Levels. If We Don't Grow With Times, We Will Perish.”**

Customer-focus, adherence to ethics and differentiating itself through embarking on a continual improvement program by bench marking against world-class institutions; as well as through regular monitoring & measuring of all its processes is the commitment of all staff members of DAV.

## *Customer Focus:*

The students and parents will be the greatest beneficiary of DAV's ISO program. Some of the perceptible improvements at the Institutions that tend to benefit the students and parents are:

Progressive improvement in infrastructure and teaching methods, as well as in results and extra curricular activities will become mandatory for the Institutions. The Institutions will now take more frequent informal & formal feedback from students and parents. Their expectations and needs will guide the Society in its efforts toward continual improvement of its educational and peripheral services. Some of the indicators of customer focus are:

- Warm and polite treatment
- Provision of latest methods and classroom processes/ equipment to make learning as joyous as possible.
- Immediate connectivity through telephone.
- Reduced waiting time at the Institutions.
- Provision of clean drinking water, hygienic canteens, disinfected toilets; fire fighting equipment; mitigation of risk factors for students; more focus on physical safety and security.
- Better control over student supplied items
- Enhanced communication with students and parents through various media.
- Very close control over all documents of internal and external origin; and easily retrievable records. IT and computers are being increasingly used to improve efficiency and effectiveness of processes. Computers are virus protected and back-up data is available on discs.
- Suggestion book and feedback journal maintained to point out discrepancies and non-conformities
- Regular customer satisfaction surveys will be conducted and the satisfaction level will be progressively improved through suggested initiatives.
- Waste disposal will be reviewed to avoid social and environmental nuisance.



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- Evidence of mitigation of risk factors in the form records of equipment maintenance and calibration, supplier control, maintenance of fire extinguishers/air conditioners/computers/water coolers etc. will need to be continually provided by the Society to retain its certification.

All this goes in favor of the customer i.e. parents and students. They are the supreme beneficiary of the Society's ISO certification.

## *Enhanced Quality Awareness Within The Institutions*

- Non-conformances are identified through internal audits, observation, feedback and corrective and preventive action taken promptly.
- Better inventory management and control
- Precautions taken in qualifying new suppliers and vendors
- Formal Management Review Meetings conducted to review and act upon findings of internal audits, feedback reports and customer satisfaction surveys
- Bench marking with best Institutions done formally for improvement
- Better control over equipment through records of calibration, preventive and breakdown maintenance
- Principals and Teachers are taking additional precautions to avert criticism that may come to an ISO certified organization if it falters in meeting patient expectations
- Involvement of external consultants and trainers brings their experience to the Institutions and we try to learn methods of improving ourselves from these external professionals.
- Resource planning for meeting the requirements of the quality standard now being done formally
- Staff members are more educated on quality system and will strive to live up to its expectations. This will ultimately benefit the students.

Training needs of staff identified and programmes are being conducted through various trainers. Self-esteem of staff has gone up and they are now much better in their competencies and productivity.

There is now a clarity of the interaction of various processes like admission, teaching through innovative methods, identification of under-performing students and remedial/ corrective action to be taken; evidence of corrective and preventive action on non-conformances etc- clarity on how the sub-processes are linked to each other to be able to deliver the promised quality of service. Because there is clarity, the associated procedures have been documented and approved by the President. Other controls are clearly established.

Thus there is better control over processes. Effectiveness of the existing processes is monitored regularly and where possible, steps are taken to improve the effectiveness by changing the procedure, equipment, and personnel.

Quality Objectives firmly documented. Mission and Quality Policy of the Institutions established. Policy and Objectives become the pole star against which all actions and decisions are guided. Staff members become self-monitoring, measuring their performance and behavior against the quality policy and objectives.

The credibility of DAV and confidence in its capabilities has increased in the eyes of the media, public, professional bodies and regulatory authorities.



# QUALITY MANTRA



## *How DAV Ensures Compliance with Principles of Quality Management Overall Quality Assurance Framework.*

The Quality Assurance Framework for Teaching and Learning is based on an *Inputs, Processes & Outputs* model.

The aim of DAV is to provide education of the required quantity and quality while inculcating sound Indian values in students. Extensive quality improvement processes are in place to ensure that the quality of teaching and learning inputs and processes is improved on a continual basis. The inputs-processes-outputs model is situated within the Society's strategic and resource allocation framework, with a comprehensive review system in place to ensure all elements are monitored.

The Society is committed to systematic review and improvement of all of its activities, as an integral part of its strategic planning, resource allocation and quality assurance processes. A set of principles guides this review system.

Reviews are undertaken within the context of the strategic directions of the Society.

- There is a clear specification of who is responsible for reviews.
- There is involvement of all stakeholders, including students.
- All operations of the Society are to be reviewed on a regular cycle.
- Operations may be reviewed out of cycle if and when important issues arise.
- There are agreed performance indicators for each type of review.
- Reviews are followed up with reporting on implementation and outcomes.

## *Quality Events*

*Leader in Education:  
By Sundar Kataria*



## **National Education Society And Saraswati Vidyalaya Bhawan**

First time in India Dr. R. Verdhrajan President of the National Education Society & Saraswati Vidyalaya Bhawan has shown leadership by adopting to an recognized Quality Management System ISO 9001: 2000 for their organization.

Of their Education Institute from primary to graduation level study have been working for the party may marth to understand implement and get certified their system in conformance with the new ISO 9001: 2000 Quality Management System. The organization has been very proactive with in house Research and Development facility to fund and adapt new and effective teaching methods taking due care of the fast socio economic changed undergoing in the country.

They have are of the finest Pharmacy College located at Dombivili with necessary infrastructure. All so Institute getting very prestigious ISO 9001: 2000 award are committed to the Nation by educating students.

They are very much customer focused and ensure 100% results by identifying average students and there upon giving them additional time and efforts.

All the teaching staff and faculty are well and qualified and competent who are committed to ensure good standard of there teaching.



# QUALITY MANTRA



## *DAV Dayanand Anglo Vedic Public School*

DAV Region, Maharashtra, Gujarat & Goa is on the move since last one year. They have taken conscious decision under the able leadership of Dr. Kushal, Regional Director to upgrade their management system along with academic by adopting to most modern International Quality Management System, ISO 9001:2000. They have achieved big lap in this by getting their five institutions certified recently including DIEMR.

Principal, staff and the teaching faculty of these above institution have been very active and took lot of initiative in understanding, training and implementation of ISO 9001 Quality Management System. They have very good track records and shown Continual Improvement of the institution results. All these institutions have very good infrastructures and modern facility with conducive learning environments taking utmost care of the Quality and Environment.

The vision, goals and objectives of these institutions are excellent and focused to the need of our country. The educational institutions sector and the public will definitely benefit from these organization. Number of projects undertaken recently by DIEMR along with other institutions like NAAC has been well organized and conducted received good response from the education sector that was evident from the quality records reviewed by our audit team.

## *Quality Training*

International Certification Services has been organizing number of training programs in management and technology. The programs recently organized by ICS are:



- Two Days Program on Internal Auditor ISO 9001 : 2000 organized by ICS, Mumbai at Mumbai
- Five Days Program on Lead Auditor ISO 9001 : 2000 organized by ICS, Mumbai at Mumbai
- Two Days Program on Internal Auditor ISO 9001 : 2000 organized at D.A.V. Public School



Internal Auditor Training Course at Mumbai



Lead Auditor Training Course at Mumbai



Internal Auditor Training Course at DAV



# QUALITY MANTRA



## Quality for You

### The 80 : 20 Rule

By Mr. D. B. Vohra



## Work or Play, it is always this ratio that counts

I haven't the faintest idea who discovered this universal rule, but I first heard of it long before Parkinson and Peter came on the scene. The Rule expresses a fundamental truth with such simplicity that, in my weaker moments, I feel tempted to take credit for it myself.

Consider your domestic and social life. Eighty percent of your money is spent in meeting a crucial 20 percent of your wants. Similarly, 80 percent of your time is spent in tackling 20 percent your problems, 80 percent of these being created by 20 percent of your family. And at any social gathering, 80 percent of the talking and drinking is done by 20 percent of those present, while 80 percent of the men gather around 20 percent of women.

In factories, farms and offices, 80 percent of the workload falls on 20 percent of an organization's internal troubles stem from 20 percent of its staff. And, of course, 80 percent of the salaries are pocketed by the top 20 percent.

The picture is the same in the professions. An eminent doctor once told me that 80 percent of his earnings came from 20 percent of his patients. In law courts, 20 percent of the judges dissent from 80 percent of all judgments pronounced by judicial benches.

The Rule applies equally to the parliaments of the world. At election time, 20 percent of the votes. During Question Hour, 80 percent of the questions are asked by 20 percent of the members, while 20 percent of these questions take up 80 percent of the time.

In journalism, 20 percent of the newspapers command 80 percent of the readership, and 80 percent of the readers read 20 percent of the paper, while the remaining 20 percent read 80 percent of it.

Logically, therefore, either 20 percent of you will read 80 percent of this article or 80 percent of you will read 20 percent of it.



## Quality Thought

*"Education, education, education alone!  
Traveling through many cities in Europe and  
observing in them the comforts and education  
of even the poor people, there was brought to my  
mind the state of our own people and I used*

*to shed tears. What made the difference! Education was the answer I got.....  
The only service to be done for our lower classes is to give them education, to  
develop their lost individuality. They are to be given ideas; their eyes are to be  
opened to what is going on in the world around them; and then they will work  
out their own salvation... (But) if the mountain does not come to Mohammed,  
Mohammed must go to mountain, must reach them at the plough, in the factory,  
everywhere."*

- Swami Vivekanand





# QUALITY MANTRA



## *Welcome And Good Wishes:*

We welcome and wish good luck and success to our new employees:

- Ms. Komal Kasar joined ICS, Mumbai as office assistant.
- Mr. Haridasan joined at Mumbai as Auditor
- Mr. Ritesh Anchalwar joined at Mumbai as Inspector
- Mr. B.M.Reddy joined ICS, Mumbai as Sr. Auditor
- Ms. Aarya Kataria joined ICS, Mumbai as Course Co-ordinator
- Mr. Udayakumar Vasudevan joined at Hyderabad as Auditor/Surveyor
- Mr. Mrutunjay Jena joined New Delhi as Dy. Manager
- Ms. Meenu Thappar joined ICS, New Delhi
- Mr. R.D. Khatri joined ICS, New Delhi
- Mr. Anil Kumar Bagga joined ICS, New Delhi
- Mr. Shashank Kalambkar joined ICS, Indore
- Mr. Rajesh Pandey joined ICS, Vapi
- Mr. Mahendra Khairnar joined ICS, Nasik

## *Achievements:*

We are proud to announce about another milestone achieved by ICS by getting the accreditation for Environmental Management System, ISO 14001 : 1996 from the Joint Accreditation System of Australia and New Zealand, Australia.

## *New Arrivals:*

We wish and our heartiest congratulations to Mahendra Sonawane for being blessed by a baby daughter.

## *Congrats:*

We wish to congratulate Mr. Ajay Bajpai for being awarded the Best Manager and Mr. Navin Kortikar as the Best Auditor for the year 2001-2002..

## *Birthdays:*

- 21<sup>st</sup> August Imran Aizaz Ansari
- 23<sup>rd</sup> August Mamta Ashpilya
- 18<sup>th</sup> September Ramakant Prasad

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