

TED^x Thaltej Youth

^x = independently organized TED event



ISO 20121:2024 Audit Report (For Week 4 - April)

ISO 9001:2015 – Monthly Internal Audit Report

Week: Fourth Week of April

Standard: ISO 9001:2015 – Quality Management System

Submitted by: Fenil Shah, Organizer

1. Introduction & Sustainability Objective

This report outlines TEDxThaltej Youth's weekly efforts to comply with the ISO 20121:2024 standard, which focuses on sustainable event management. As a youth-led, independently organized TEDx event, our goal is to balance purpose, people, and planet throughout all areas of event planning and delivery.

This week's focus was on team accountability, ethical decision-making, transparent communication, and responsible handling of human resource disruptions, all of which are part of a long-term commitment to sustainable operations and stakeholder trust.

2. Ethical and Transparent Governance

A significant organizational incident involved the underperformance and disengagement of the Operations Department. Rather than ignoring the issue, the team filed two formal **Incident Reports**, initiated an internal review process, and implemented a **restructuring order** to maintain organizational balance and responsibility.

The sustainability value here lies in TEDxThaltej Youth's choice to avoid favoritism, uphold fairness, and restructure teams only after evidence and proper process were followed — demonstrating transparency and accountability.

3. Responsible Management of Public Image & Stakeholder Trust

One of the registered speakers, Ms. Krupa Nishar, was respectfully removed from the final lineup. Though her previous experience was acknowledged, our internal team—under the Speaker Support Department and Advisory Panel—found issues with delivery alignment and policy adherence.

Rather than allowing misinformation or speculation, the team:

- Released a **formal press statement**
- Offered financial support for her canceled travel
- Issued a polite closure email explaining the reason and honoring her contributions

This decision aligns with ISO 20121 by prioritizing ethical engagement, open stakeholder communication, and emotional well-being for all involved.

4. Inclusivity and Role Clarity in Team Operations

To ensure smoother workflows going forward, the Office of the Organizer implemented the following:

- Appointed **Ms. Kaneesha Shah** as **Deputy Director of Operations** to provide ongoing support
- Issued warnings to non-compliant members based on a newly structured attendance and responsibility system
- Created leave forms and communicated that team absence must be formally documented and justified

These actions reduce internal stress, ensure fairness, and create a more inclusive and well-managed volunteer environment, key to ISO 20121.

5. Digital & Eco-Friendly Documentation Practices

All reports, warnings, notices, and restructuring letters were:

- Created and circulated digitally
- Stored on cloud servers
- Made available to team members via secured access

No printing was used for internal records, and no physical meetings were conducted — maintaining the team's goal to reduce its carbon footprint and remain 100% paperless where possible.

6. Audience & Public Responsibility

TEDxThaltej Youth updated all public channels (social media, speaker page, website content) to reflect changes in the speaker list. This aligns with ISO 20121's expectation of public trust and open dialogue with external stakeholders.

No misleading claims or marketing materials were used after the change, and appropriate disclaimers were placed on content already in circulation.

7. Sustainability Highlights This Week

- Speaker support and content guidelines were revised with clarity and sensitivity
 - Public explanation of speaker changes was issued to avoid confusion
 - Internal systems (Google Forms, Drive folders, WhatsApp Business automation) continued to reduce paper and printing
-

- All documentation tied to this week's decisions was versioned and labeled, enabling better traceability and audit-readiness
-

8. Supporting Documents (Available Upon Request)

- TEDXTY-IR-OPS-001 and 002 (Incident Reports)
 - TEDXTY-ON-OPS-001 (Operations Order)
 - TEDXTY-NT-002 (Warning Letter)
 - Press Release 4 (Speaker Lineup Update)
 - Digital Logs of internal notices, policy enforcement messages
 - Leave Form system implementation messages
 - Updated team directory and structure
-

9. Closing Notes

This week tested TEDxThaltej Youth's commitment to sustainability—not through material resources but through emotional, ethical, and leadership accountability. The team demonstrated emotional intelligence, conflict management, and care for people while ensuring that the event planning structure remains strong and youth-led.

The event remains aligned with ISO 20121's values of inclusion, community respect, reduced environmental impact, and balanced decision-making. TEDxThaltej Youth continues to prove that student-run initiatives can deliver professional governance and sustainable impact when built on structured, ISO-guided systems.

[END OF AUDIT REPORT]