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CIN: U74120MH2014PTC254091 Email: irqs@irclass.org Website: www.irclass.org/quality

January 9, 2018

TO WHOM IT MAY CONCERN

This is to declare that the Quality Management System ISO 9001:2015 of M/s Sriram Institute of Marine Studies at Village Bamnoli Sector-28 Dwarka New Delhi has been reviewed for documented information on 12th December 2017 and changes have been made so as to meet the requirement of the ISO QMS 9001:2015. The QMS Manual of the Institute is now in order and has been stamped on every page as requested.

The above has been done as requested by the Institute stating reason as directed by the visiting DG Shipping officer in the Institute.

For IRCLASS Systems and Solutions Pvt. Ltd.



Gurbakash Singh

DGM-IRQS



Indian Register Quality Systems

(A Subsidiary of Indian Register of Shipping)





SRIRAM INSTITUTE OF MARINE STUDIES

(Institute of Merchant Navy Training)

Approved by Director General of Shipping, Govt. of India

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From the Chairman's Desk

I take immense pleasure in extending my heartiest congratulations to all our Indian seafarers and their families and the beloved staff and trainers of this institute who have invested their time and effort to make this institute a pioneer in marine education and training. The institute has Grade I rating in the field of marine training and education and this has only been possible with the hard work, expertise and dedication of the faculty and support staff.

The institute has always imparted world class training as per the directives of DG Shipping. This involves theoretical and practical training which equips our students with knowledge needed when they are at sea. The students that have trained at our institute have proved their mettle and been absorbed by well-known shipping companies worldwide and have

We specialize in the area of pre-sea training and stcw-10courses, competency courses for Junior officers and advanced courses like proficiency in survival crafts and rescue boat, advanced firefighting etc. to name a few.

Students staying on campus are offered a home away from home environment with comfortable living conditions. Guardians of our students can be rest assured that their wards are well taken care of by the institute without compromising the standards of DG Shipping. As per the regulations and examination standards of DG Shipping the prospective seafarers and their families should understand that the examination process helps evaluate the knowledge and caliber of the student. The guardians of the students must encourage them to perform their best.

Our institute has a rich placement history with our students being placed in some of the best shipping companies from around the world.

I further take this opportunity to thank DG Shipping, Indian administration, Indian Maritime University and the guardians of our students in helping us furthering our dream into a reality.

Affectionately yours,

Manjeet Lochav

CHAIRMAN

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I have read the Quality Manual of (ISO 9001:2015) Sriram Institute of Marine Studies.

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I acknowledge that I understand the contents and inputs desired by the institute as mentioned in all section and sub section at my position/designation. I am endorsing the same by my signature and date.

Sr. No.	NAME	DESIGNATION	DATE	SIGNATURE
1.	Sh. Jaginder Singh	Executive Director	13.12.2017	Jaginder Singh
2.	SUDHIR NIJHAWAN	H.O.D	13.12.2017	Sudhir Nijhawan
3.	A.R. Shrivastava	MEO-II AMR	13.12.17	A.R. Shrivastava
4.	VISHWESHWAR SINGH	MEO Faculty	15.12.17	Vishweshwar Singh
5.	Capt AK JULKA	FACULTY	16.12.17	AK Julka
6.	Mani Ram	Inst.	16.12.17	Mani Ram
7.	Vedpal Singh	INST	17.12.17	Vedpal Singh
8.	K.K. SUR	INST	16.12.17	K.K. Sur
9.	DR ASHOK KUMAR	Faculty medical	18.12.17	Ashok Kumar
10.	Yashram Arya.	INST.	18.12.17	Yashram Arya
11.	SURENDER KUMAR	Inst.	18.12.17	Surender Kumar
12.	PRAMOD RAI	CHIEF ENGR FAC	19.12.17	Pramod Rai
13.	SUKRAMPAL	INST.	25.11.17	Sukrampal
14.	INDER RAJ	INSTR.	26.12.17	Indrajeet Singh
15.	RAJENDER SINGH	INSTR.	26.12.17	Rajender Singh
16.	ASHOK KUMAR	INSTR	26.12.17	Ashok Kumar
17.	JILE SINGH	INSTR Admin	26.12.17	Jile Singh
18.	AmarKant Chaudhary	Cashier	01.12.17	AmarKant Chaudhary
19.	HARISH KUMAR	Comb opt	26.12.17	Harish Kumar
20.	KIVEK KUMAR	Comb Inst.	21.12.2017	Kivek Kumar
21.	J.P. TYAGI	Faculty	17.12.2017	J.P. Tyagi
22.	ROSEN DAS Bhunia	Office Bearer	08.12.2018	Rosen Das Bhunia



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SRIRAM INSTITUTE OF MARINE STUDIES

Quality Manual	ISO 9001 clause	1
	Sub Section No.	-
Introduction	Revision No. Date	01, 10 th Jan 2013
	Revision No. Date	02, 16 TH Aug 2016
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Foreword:

This Quality Manual describes the Quality Management System followed by M/S Sriram Institute of Marine Studies as a mean of ensuring that the education and training provided by the institute meets the specified customer requirements. The Quality Management System has been formulated on the basis of ISO 9001:2015. This manual provides a framework, which ensures that the institute addresses all the issues of importance related to quality of education and training provided by the institute.

Scope of Certification:

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Scope of Certification is "provision of Pre Sea Deck Cadet, GP Rating and allied STCW-2010 Basic, advanced STCW 2010, Competency and Special Ship Type Course including simulator courses as per the requirement of the Directorate General of Shipping, Govt. of India and Indian Maritime University" applicable to operations of Sriram Institute of Marine Studies at Bamnoli, Sector 28 Dwarka, New Delhi - 110077.

Structure of manual:

The Quality manual has many sections and these sections are sequentially arranged in accordance to clause numbers of ISO 9001 (section 04 to 10). First page of each section / sub-section of this Quality Manual carries the latest revision number. Revision No. '00' has been given to first issue of the section.

This manual is available only in English language.

Filing System:

The institute maintained list of files maintained by each department and are provided in this section. In the filing system, every department has been provided with departmental codes which prefix the work area.

Following are the codes given to each:



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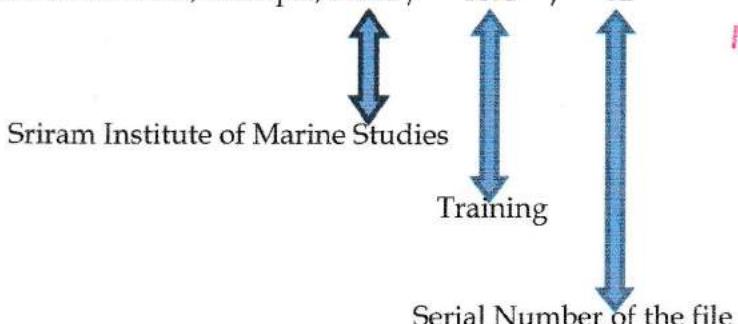
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Quality Management System	QMS
Management Representative	MR
Training	TRG
Catering	CAT
Maintenance / Repair	M&R
Requisition	REQ
Accounts	ACC
Library	LIB
Inventory	INV
Housekeeping	HSKP
Medical	MED
Grievances and Discipline	DISC
Purchase	PUR
Administration	ADM
Indian Maritime University	IMU

The filing system will be in the form, example, SIMS / TRG / 02

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Issue Procedure:

The Chairman or his deputy or the Assistant to MR is to carry out the activities of preparing, issuing, maintaining and updating this Quality manual.

The Master Copy bears the stamp of "Controlled Copy". Rest of the other copies of this documents required for external agencies, are issued by the Management Representative and such copies of the Manual Issued are stamped as " Uncontrolled Copy" in red colour. These uncontrolled copies do not come under the preview of document amendment procedures and are not used within the institute.

Revision, Updating and Amendment Procedure:





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The Quality Manual is reviewed periodically (**once in two years**) by the Management / Administrative officer/Representative / Executive Director.

No revision is implemented unless it has been approved by the designated authority and officially notified to the certifying agencies.

Each revision is introduced formally by the Management Representative by issuing of revised pages for each of the copy as per the distribution list. The revisions are indicated by the revision number in each of the revised sections and recorded in the Amendment sheet supplied with the controlled copies of the Manual. The initial edition is numbers as "01".

The insertion of the additional / amended sections and the removal of the old sections in the individual controlled copies as per the distribution list of the manual is the responsibility of the person holding the individual copy. All old sections so removed are returned to the management Representative who ensures that the same are destroyed and so recorded.

One copy of the earlier version of the section (s) is retained by the Management representative in archives for the future reference.

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LIST OF FILES AND RECORDS TO BE MAINTAINED:

S. No.	Name of File / Record	File / Record No.	Retention Period
	QUALITY MANAGEMENT SYSTEM	SIMS/QMS	
1	INTERNAL AUDITS / REPORTS	SIMS/QMS/01	3 YEARS
2	EXTERNAL AUDITS / REPORTS	SIMS/QMS/02	3 YEARS
3	NON - CONFORMANCE	SIMS/QMS/03	3 YEARS
4	NON - CONFORMANCE CONTROL CORRECTIVE / PREVENTIVE ACTION	SIMS/QMS/04	3 YEARS
	MANAGEMENT	SIMS/MAN	
5	DOCUMENTS DISTRIBUTION RECORD	SIMS/MAN/01	3 YEARS
6	MASTER LIST OF RECORDS	SIMS/MAN/01	3 YEARS
7	CERTIFICATES FILE	SIMS/MAN/01	3 YEARS
8	MANAGEMENT REVIEW MEETINGS	SIMS/MAN/02	3 YEARS
9	FOLLOW UPS AND ACTIONS	SIMS/MAN/02	3 YEARS
10	CHAIRMAN'S CIRCULARS	SIMS/MAN/03	3 YEARS
11	DEFECTS LIST	SIMS/MAN/04	3 YEARS



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	OFFICE WORK	SIMS/OFF	
12	COURSE BOOKINGS / ADMISSIONS	SIMS/OFF/01	3 YEARS
13	STAFF ATTENDANCE	SIMS/OFF/02	3 YEARS
14	CANDIDATES ATTENDANCE	SIMS/OFF/03	3 YEARS
14	CERIFICATES ISSUED	SIMS/OFF/04	3 YEARS
15	CDC ISSUED	SIMS/OFF/05	3 YEARS
16	RESULT OF CANDIDATES	मुख्य प्रतीक्षित SIMS/OFF/06	3 YEARS
17	TRAINING SCHEDULES	MASTER COPY SIMS/OFF/07	3 YEARS
18	TRAINING PROGRAMS	SIMS/OFF/08	3 YEARS
19	LESSON PLANS	SIMS/OFF/09	3 YEARS
20	CORRESPONDANCE WITH DG SHIPPING / INDIAN MARITIME UNIVERSITY	SIMS/OFF/10	3 YEARS
21	CORRESPONDANCE WITH OTHER AUTHORITIES	SIMS/OFF/11	3 YEARS
22	PERMANENT STAFF ATTENDANCE	SIMS/OFF/12	3 YEARS
23	VISITING STAFF ATTENDANCE	SIMS/OFF/13	3 YEARS
24	DAILY LOG / WORK	SIMS/OFF/14	3 YEARS
25	PERMANANT STAFF CONTRACTS	SIMS/OFF/15	3 YEARS
26	VISITING FACULTY CONTRACTS	SIMS/OFF/16	3 YEARS
27	LEAVE - STAFF & FACULTY	SIMS/OFF/17	3 YEARS
28	FEEDBACK FORMS	SIMS/OFF/18	3 YEARS
29	DISCIPLINARY ACTION REPORTS	SIMS/OFF/19	3 YEARS
30	STAFF GREVIANCES	SIMS/OFF/20	3 YEARS
31	STUDENTS GREVIANCES	SIMS/OFF/21	3 YEARS
32	INCREMENTS & BONUS	SIMS/OFF/22	3 YEARS
33	STAFF WELFARE	SIMS/OFF/23	3 YEARS
34	STUDENTS WELFARE	SIMS/OFF/24	3 YEARS
35	REQUISITIONS	SIMS/OFF/25	3 YEARS
36	INVENTORY	SIMS/OFF/26	3 YEARS
37	WORK ORDERS	SIMS/OFF/27	3 YEARS
	TRAINING	SIMS/TRG	
38	DAILY COURSES CONDUCTED	SIMS/TRG/01	3 YEARS
39	TRAINING PROGRAMS FOR ALL COURSES	SIMS/TRG/02	3 YEARS
40	STUDENT'S ATTENDANCE	SIMS/TRG/03	3 YEARS
41	PRACTICAL TRAINING DETAILS	SIMS/TRG/04	3 YEARS



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42	EVALUATION OF STUDENTS	SIMS/TRG/05	3 YEARS
43	EXAMINATION RESULTS	SIMS/TRG/06	3 YEARS
44	FEEDBACK OF STUDENTS	SIMS/TRG/07	3 YEARS
45	PRE-SEA STUDENTS EVALUATIONS	SIMS/TRG/08	3 YEARS
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46	INVENTORY	SIMS/CAT/01	3 YEARS
47	REQUISITION	SIMS/CAT/02	3 YEARS
48	DEFECTS	SIMS/CAT/03	3 YEARS
49	MAINTAINANCE	SIMS/CAT/04	3 YEARS
INSTITUTES FACILITIES		SIMS/INS	
50	INFRASTRUCTURE	SIMS/INS/01	3 YEARS
51	CADETS HOSTEL	SIMS/INS/02	3 YEARS
52	GP RATINGS HOSTEL	SIMS/INS/03	3 YEARS
53	CLASS ROOMS	SIMS/INS/04	3 YEARS
54	LIBRARY	SIMS/INS/05	3 YEARS
55	SPORTS GROUNDS / INDOOR GAMES	SIMS/INS/06	3 YEARS
56	SWIMMING POOL	SIMS/INS/07	3 YEARS
57	AUDITORIUM	SIMS/INS/08	3 YEARS
MAINTAINANCE / REPAIR		SIMS/RIP	
58	DEFECTS LIST	SIMS/RIP/01	3 YEARS
59	GENERATOR LOG	SIMS/RIP/02	3 YEARS
60	RO SYSTEM	SIMS/RIP/03	3 YEARS
61	SANITATION	SIMS/RIP/04	3 YEARS
62	AIR CONDITIONERS / HEATERS	SIMS/RIP/05	3 YEARS
REQUISITION / PURCHASE ORDER		SIMS/REQ	
63	PENDING REQUISITIONS	SIMS/REQ/01	3 YEARS
64	SUPPLIED REQUISITIONS (FULL/PARTIAL)	SIMS/REQ/02	3 YEARS
65	PURCHASE ORDERS	SIMS/REQ/03	3 YEARS
ACCOUNTS		SIMS/ACC/	
66	CASH TRANSACTIONS, IN/OUT	SIMS/ACC/01	3 YEARS
67	CHEQUE TRANSACTIONS, IN/OUT	SIMS/ACC/02	3 YEARS
68	ON-LINE TRANSACTIONS, IN/OUT	SIMS/ACC/03	3 YEARS
69	STAFF SALARY	SIMS/ACC/04	3 YEARS
LIBRARY		SIMS/LIB	
70	INVENTORY	SIMS/LIB/01	3 YEARS





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71	BOOKS ISSUED	SIMS/LIB/02	3 YEARS
72	BOOKS ORDERED / RECEIVED	SIMS/LIB/03	3 YEARS
73	DEFECT LIST	SIMS/LIB/04	3 YEARS
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74	ALL DEPARTMENTS INVENTORY'S	SIMS/INV/01	3 YEARS
	HOUSEKEEPING		
75	DAILY HOUSE KEEPING RECORDS FOR ALL AREAS	SIMS/HOU/01	3 YEARS
76	DEFECTS LIST	SIM/HOU/02	3 YEARS
77	REQUISITION	SIM/HOU/03	3 YEARS
78	INVENTORY	SIM/HOU/04	3 YEARS
	MEDICAL		
79	INVENTORY	SIMS/MED/01	3 YEARS
80	REQUISITION	SIMS/MED/02	3 YEARS
81	MEDICAL TREATMENTS	SIMS/MED/03	3 YEARS
82	REPORTS	SIMS/MED/04	3 YEARS
83	MEDICINES ISSUED	SIMS/MED/05	3 YEARS
84	DOCTOR VISITS / REPORTS	SIMS/MED/06	3 YEARS
	GRIEVANCES AND DISCIPLINE		
85	DAILY LOG	SIMS/DIS/01	3 YEARS
86	DISCIPLINE CASES / EVENTS	SIMS/DIS/02	3 YEARS
87	GRIEVANCE CASES / EVENTS	SIMS/DIS/03	3 YEARS

Approved By: Chairman:

Signature:



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Reviewed & Approved By: Executive Director | Signature:



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Abbreviations used in the manual:

- | | | |
|--------------|---|---------------------------------------------------|
| • C/P action | : | Corrective / Preventive action |
| • CP | : | Customer Property |
| • SIMS | : | Sriram Institute of Marine Studies |
| • DR | : | Delivery Rating |
| • DC | : | Delivery Challan |
| • FH | : | Functional Head |
| • HR | : | Human Resource |
| • I/C | : | In-Charge |
| • MMD | : | Monitoring and Measuring Devices |
| • MR | : | Management Representative |
| • MRM | : | Management Review Meeting |
| • NC | : | Non-Conformity |
| • NCP | : | Non-Conforming Product |
| • PM | : | Preventive Maintenance |
| • PO | : | Purchase Order |
| • QM | : | Quality Manual |
| • QMS | : | Quality manual System |
| • QC | : | Quality Control |
| • QS | : | Quality System |
| • QIP | : | Quality inspection plan |
| • RM | : | Raw Material |
| • SR | : | Service Rating |
| • SPR | : | Supplier performance rating |
| • WI | : | Work Instructions |
| • Sq. yards | : | Square yards |
| • STCW | : | standard training certification and watch keeping |
| • PST | : | personal survival techniques |
| • PSSR | : | personal safety & social responsibilities |

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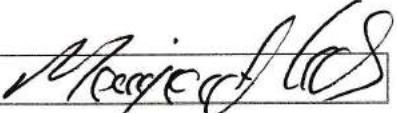
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- EFA : elementary first aid
- FPFF : Fire Prevention & Fire Fighting
- OTFC : Oil Tanker familiarization course
- STSDSD : Security Training For Seafarers With Designated Security Duties
- CTFC : Chemical Tanker familiarization course
- AFF : Advance Fire Fighting
- PSCRB : proficiency in survival craft & rescue boat
- MEK : Mechanical Engineering knowledge
- HUET : Helicopter under water escape training
- IMO : International Maritime Organization
- CDC : Continuous discharge certificate
- DNS : Diploma in Nautical Science
- GPR : General purpose rating

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2	Management Representative / Executive Director	01
3	Administrator	02
4	HOI	03 -
5	Engineering HOD	04 -
6	Office Copy	05

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Signature:

Page 1 of 1



SRI RAM INSTITUTE OF MARINE STUDIES



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ICRA Rating - Grade - I (Excellant). IQRS 9001 2008 Certified
Village Bamnoli, Sector - 28, Dwarka, New Delhi- 110077
Tel +91-11-25314215, 356 Fax +91-1125314557
Institute INDOS No.: 412

Website www.simsnd.in E-mail: info@simsnd.in

AUDIT PLAN FOR THE YEAR 2020-2021

Quarter	Propose Plan	Department	Proposed dates of audit	Actual Audited	Name of Auditor	ED's Sign Auditee
03rd Quarter 2020-2021	1 st week of Jan 2021	Training	06 th Jan 2021	06 th Jan 2021	Sh. Nile Dnyan	<i>J. K. Patel 06.01.2021</i>
		Placement Cell	06 th Jan 2021	06 th Jan 2021	Sh. Rakesh Singh	<i>J. K. Patel 06.01.2021</i>
		Logistic	06 th Jan 2021	06 th Jan 2021	Sh. Nile Dnyan	<i>J. K. Patel 06.01.2021</i>
		Administration	06 th Jan 2021	06 th Jan 2021	Sh. Rajendra Singh	<i>J. K. Patel 06.01.2021</i>
		HR	08 th Feb 2021	10 th Feb 2021	Sh. Nile Dnyan	<i>J. K. Patel 06.01.2021</i>
04th Quarter 2020-2021	1 st week of Apr-2021	Training				
		Placement Cell				
		Logistics				
		Administration				
		HR				

Prepared By: *J. K. Patel*

Approved by: *J. K. Patel*

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 Institute INDOS No.: 412

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AUDIT PLAN FOR THE YEAR 2020-2021

Quarter	Propose Plan	Department	Proposed dates of audit	Actual Audited	Name of Auditor	ED's Sign Auditee
01st Quarter 2020-2021	1 st week of July 2021	Training Placement Cell Logistic Administration HR				
02nd Quarter 2020-2021	1 st week of Oct-2021		Training Placement Cell Logistics Administration HR			

Prepared By: Jitendra S.

Approved by: Jitendra S.

SRIRAM INSTITUTE OF MARINE STUDIES

Quality Manual	ISO 9001 clause	5
	Ref. ISO 9001 clause	5.2.1
Quality Policy	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
	Revision No. Date	03, 18.05.2020
Page 1 of 1		

QUALITY POLICY

We committed to train, educate, certify and to provide sea slots to our Pre Sea students as per the directives of the Director General of Shipping, Govt. of India and Indian Maritime University.

Special emphasis shall be given to continual improvements in the teaching process, use of latest technology & web portals in training competency by providing ideal infrastructure, equipment to encourage the Students to adopt latest techniques in learning, examination including practical and demonstration ensuring safety from Covid.

Approved By: <u>Chairman:</u>	<u>Signature:</u> 
-------------------------------	---------------------------------------------------------------------------------------------------------

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Institute INDOS No.: 412
Website : www.simsind.in E-mail: info@simsind.in



AUDIT PLAN FOR THE YEAR 2019-2020

Quarter	Propose Plan	Department	Proposed dates of audit	Actual Audited	Name of Auditor	ED's sign Auditee
3rd Quarter 2019-2020	1 st Week of Jan 2020	Training	07 th Jan 2020	10 th Feb 2020	JILE SINGH INST R.SINGH INST	
		Placement Cell	08 th Jan 2020	11 th Feb 2020	R.SINGH INST JILE SINGH INST	
		Logistics	07 th Jan 2020	10 th Feb 2020	JILE SINGH INST R.SINGH INST	
		Administration	08 th Jan 2020	11 th Feb 2020	R.SINGH INST JILE SINGH INST	
		HR	08 th Jan 2020	10 th Feb 2020	R.SINGH INST JILE SINGH INST	
4th Quarter 2019-2020	1 st Week of April 2020	Training	06 th Apr 20			
		Placement Cell	07 th Apr 20			
		Logistics	06 th Apr 20			
		Administration	07 th Apr 20			
		HR	07 th Apr 20			

Prepared by:

Approved by:

Approved by:	
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 Village Bamoh, Sector - 28, Dwarka, New Delhi - 110077
 Tel +91-11-25314215, 356 Fax +91-1125314557
 Institute INDoS No : 412
 Website : www.srimainst.edu.in E-mail : info@sumsind.edu.in



AUDIT PLAN FOR THE YEAR 2020-2021

Quarter	Propose Plan	Department	Proposed dates of audit	Actual Audited	Name of Auditor	ED's sign Auditee
1 st Quarter 2020-2021	1 st Week of July 2020	Training	05 th July 2020			
		Placement Cell	05 th July 2020			
		Logistics	06 th July 2020			
		Administration	06 th July 2020			
		HR	06 th July 2020			
2 nd Quarter 2020-2021	1 st Week of Oct. 2020	Training	06 th Oct 2020			
		Placement Cell	06 th Oct 2020			
		Logistics	6 th Oct 2020			
		Administration	07 th Oct 2020			
		HR	07 th Oct 2020			

Prepared by:	
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Approved by:	
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 Village Barroli, Sector - 28, Dwarka, New Delhi - 110077
 Tel: +91-11-26314215, 356 Fax: +91-1125314557
 Institute INDOS No.: 412
 Website: www.srimsm.edu.in E-mail: info@srism.edu.in



AUDIT PLAN FOR THE YEAR 2020-2021

Quarter	Propose Plan	Department	Proposed dates of audit	Actual Audited	Name of Auditor	ED's sign Auditee
3 rd Quarter 2020-2021	1 st Week of Jan 2021	Training	06 th Jan 2021			
		Placement Cell	05 th Jan 2021			
		Logistics	06 th Jan 2021			
		Administration	05 th Jan 2021			
		HR	06 th Jan 2021			
4 th Quarter 2020-2021	1 st Week of April 2021	Training	06 th Apr 2021			
		Placement Cell	07 th Apr 2021			
		Logistics	06 th Apr 2021			
		Administration	07 th Apr 2021			
		HR	07 th Apr 2021			

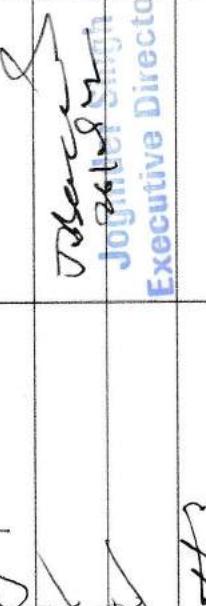
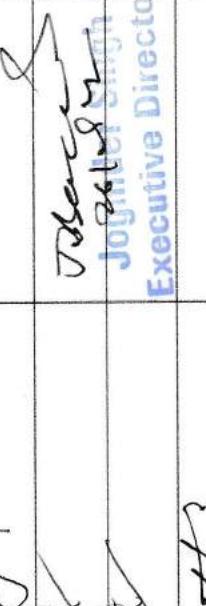
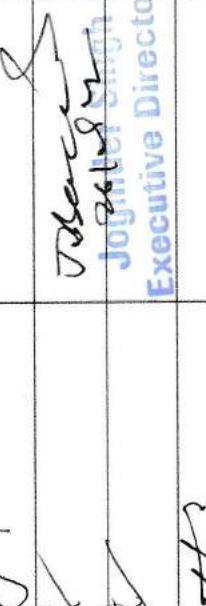
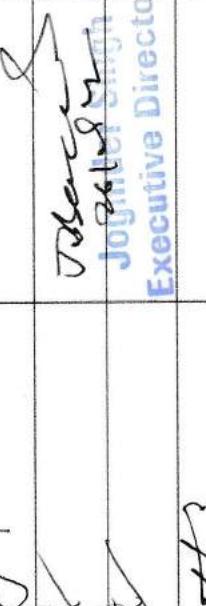
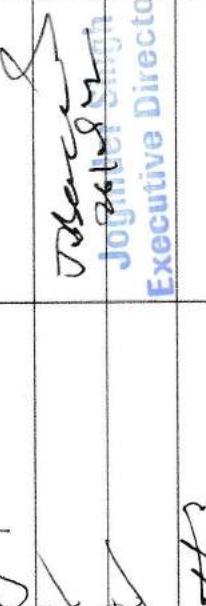
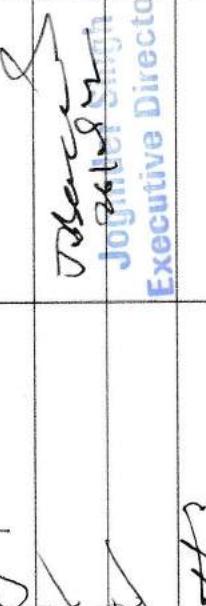
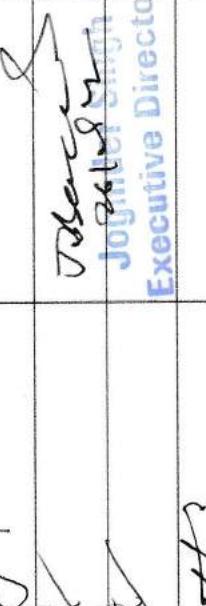
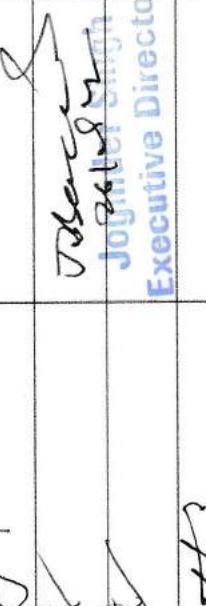
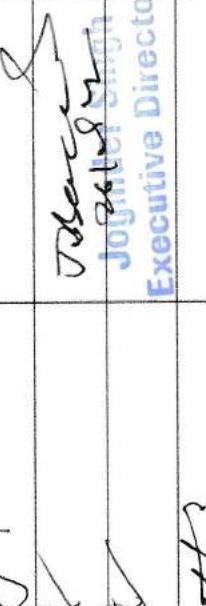
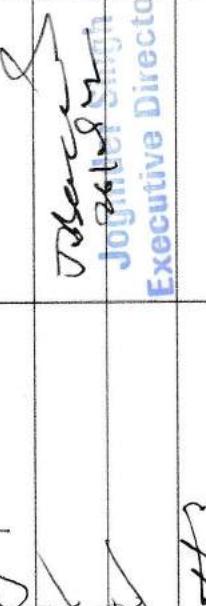
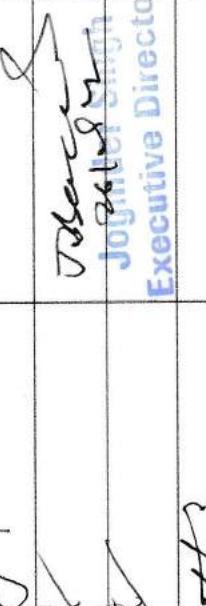
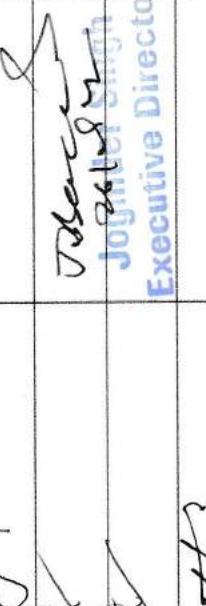
Prepared by:

Approved by:

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 MTI Unique ID No. : 101005

Quarter	Propose Plan	Department	Actual Audit Date Carried Out	Auditor's Name	Auditor's Signature	Auditee Signature
1 st Quarter 2019-2020	1 st week of July 2018 2019	H.R	16-07-19	JILE SINGH INST		
		Training	17-07-19	JILE SINGH INST		
		QMS	18-07-19	R.SINGH INST FST TRG - Coord.		
		Logistic	16-07-19	R.SINGH INST FST TRG - Coord.		
		Administration	17-07-19	JILE SINGH INST		
		Infrastructure	17-07-19	R.SINGH INST FST TRG - Coord.		
2 nd Quarter 2019-2020	1 st week of Oct 2018 2019	H.R	28.10.19	JILE SINGH INST		
		Training	28.10.19	JILE SINGH INST		
		QMS	28.10.19	R.SINGH INST FST TRG Coord.		
		Logistic	29.10.19	JILE SINGH INST		
		Administration	29.10.19	R.SINGH INST TRG - Coord.		
		Infrastructure	28.10.19	JILE SINGH INST TRG Coord		

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3 rd Quarter 2018-2019	1 st week of Jan 2019	H.R	15-01-19	R. SINGH CH. INST	✓	
		Training	15-01-19	A. K. SHARMA CH. INST	✓	
		QMS	15-01-19	A. K. SHARMA CH. INST	✓	
		Logistic	16-01-19	A. K. SHARMA CH. INST	✓	
		Administration	15-01-19	R. SINGH CH. INST	✓	
		Infrastructure	15-01-19	R. SINGH CH. INST	✓	
		H.R	25-04-19	R. SINGH CH-INST ASST TRG CO-ORD	✓	
		Training	26-04-19	JILE SINGH INST	✓	
		QMS	25-04-19	R. SINGH CH-INST ASST TRG CO-ORD	✓	
		Logistic	26-04-19	JILE SINGH INST	✓	
		Administration	25-04-19	R. SINGH CH-INST ASST TRG CO-ORD	✓	
		Infrastructure	26-04-19	JILE SINGH INST	✓	
4 th Quarter 2018-2019	1 st week of April 2019					

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Audit plan - Internal Audit for the year 2017-2018

QUARTER	DEPT	PLANNED	COMPLETED	AUDITOR	AUDITOR SIGN	AUDITEE SIGN & STAMP
3rd Quarter	Deck Dept	13.07-18	13.07-18	R. SINGH Ch. INST		
	Engine Dept	13.07-18	13.07-18	A.R. SHARMA MED-11 Gomti		
	Pre Sea Course	13.07-18	13.07-18	A.R. SHARMA MED-11 Gomti		
	Store	13.07-18	13.07-18	R. SINGH Ch. INST		
	Library	13.07-18	13.07-18	R. SINGH Ch. INST		
	STCW Course	13.07-18	13.07-18	A.R. SHARMA MED-11 Gomti		
Administration Office	Administration Office	13.07-18	13.07-18	R. SINGH Ch. INST		
QUARTER	DEPT	PLANNED	COMPLETED	AUDITOR	AUDITOR SIGN	AUDITEE SIGN & STAMP
Deck Dept	15-10-18	15-10-18	R. SINGH Ch. INST			
Engine Dept	15-10-18	15-10-18	A.R. SHARMA MED-11 Gomti			
Pre Sea Course	15-10-18	15-10-18	R. SINGH Ch. INST			
Store	15-10-18	15-10-18	A.R. SHARMA MED-11 Gomti			
4th Quarter	Library	16-10-18	16-10-18	A.R. SHARMA MED-11 Gomti		
	STCW Course	16-10-18	16-10-18	A.R. SHARMA MED-11 Gomti		
	Administration Office	16-10-18	16-10-18	A.R. SHARMA MED-11 Gomti		

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Audit plan - Internal Audit for the year 2017-2018

QUARTER	DEPT	PLANNED	COMPLETED	AUDITOR	AUDITOR SIGN	AUDITEE SIGN & STAMP
1 st Quarter	Deck Dept	16.01.18	16.01.18	JILE SINGH CH. INST		
	Engine Dept	16.01.18	16.01.18	A.K. SHARMA MEO-II Gomti		
	Pre Sea Course	17.01.18	17.01.18	A. K. SHARMA MEO-II Gomti		
	Store	16.01.18	16.01.18	R. SINGH CH. INST		
	Library	17.01.18	17.01.18	JILE SINGH CH. INST		
	STCW Course	17.01.18	17.01.18	R. SINGH CH. INST		
2 nd Quarter	Administration Office	16.01.18	16.01.18	R. SINGH CH. INST		
QUARTER	DEPT	PLANNED	COMPLETED	AUDITOR	AUDITOR SIGN	AUDITEE SIGN & STAMP
Deck Dept	09.04.18	09.04.18	JILE SINGH CH. INST			
Engine Dept	09.04.18	09.04.18	A.K. SHARMA MEO-II Gomti			
Pre Sea Course	09.04.18	09.04.18	R. SINGH CH. INST			
Store	09.04.18	09.04.18	R. SINGH CH. INST			
3 rd Quarter	Library	10.4.18	10.4.18	A.K. SHARMA MEO-II Gomti		
	STCW Course	10-04-18	10-04-18	JILE SINGH CH. INST		
	Administration Office	10. 4 . 18	10. 4 . 18	R. SINGH CH. INST		

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Audit plan - Internal Audit for the year 2017-2018

QUARTER	DEPT	PLANNED	COMPLETED	AUDITOR	AUDITOR SIGN	AUDITEE SIGN & STAMP
1st Quarter	Deck Dept	18.04.17	18.04.17	CAPT. P. SINGH		
	Engine Dept	18.04.17	18.04.17	A.R. SHARMA MEO-II		
	Pre Sea Course	19.04.17	19.04.17	A.R. SHARMA MEO-II		
	Store	19.04.17	19.04.17	CAPT. P. SINGH		
	Library	19.04.17	19.04.17	CAPT. P. SINGH		Joginder Singh Executive Director
	STCW Course	20.04.17	20.04.17	A.R. SHARMA MEO-II		
	Administration Office	20.04.17	20.04.17	CAPT. P. SINGH		
	DPFI	PLANNED	COMPLETED	AUDITOR	AUDITOR SIGN	AUDITEE SIGN & STAMP
2nd Quarter	Deck Dept	30.08.17	30.08.17	CAPT.		
	Engine Dept	30.08.17	30.08.17	A.R. SHARMA MEO-II		
	Pre Sea Course	31.08.17	31.08.17	A.R. SHARMA MEO-II		
	Store	31.08.17	31.08.17	CAPT. P. SINGH		
	Library	30.08.17	30.08.17	CAPT. P. SINGH		Joginder Singh Executive Director
	STCW Course	01.09.17	01.09.17	A.R. SHARMA MEO-II		
	Administration Office	01.09.17	01.09.17	CAPT. P. SINGH		

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SRIRAM INSTITUTE OF MARINE STUDIES

Quality Manual	ISO 9001 clause	2
	Sub Section No.	-
Introduction	Revision No. Date	01, 10 th Jan 2013
	Revision No. Date	02, 16 TH Aug 2016
Page 1 of 7		

Foreword:

This Quality Manual describes the Quality Management System followed by M/S Sriram Institute of Marine Studies as a mean of ensuring that the education and training provided by the institute meets the specified customer requirements. The Quality Management System has been formulated on the basis of ISO 9001:2015. This manual provides a framework, which ensures that the institute addresses all the issues of importance related to quality of education and training provided by the institute.

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Scope of Certification:

Scope of Certification is "provision of Pre Sea Deck Cadet, GP Rating and allied STCW-2010 Basic, advanced STCW 2011, Competency and Special Ship Type Course including simulator courses as per the requirement of the Directorate General of Shipping, Govt. of India and Indian Maritime University" applicable to operations of Sriram Institute of Marine Studies at Bamnoli, Sector 28 Dwarka, New Delhi - 110077.

Structure of manual:

The Quality manual has many sections and these sections are sequentially arranged in accordance to clause numbers of ISO 9001 (section 04 to 10). First page of each section / sub-section of this Quality Manual carries the latest revision number. Revision No. '00' has been given to first issue of the section.

This manual is available only in English language.



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Filing System:

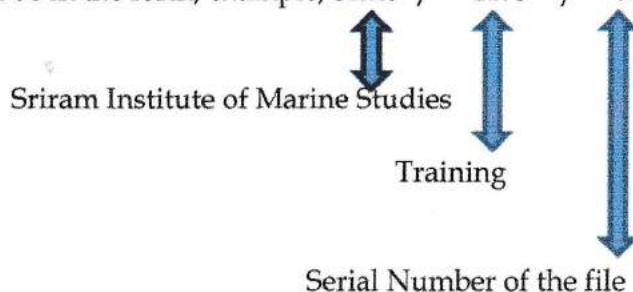
The institute maintained list of files maintained by each department and are provided in this section. In the filing system, every department has been provided with departmental codes which prefix the work area.

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Following are the codes given to each:

Quality Management System	QMS
Management Representative	MR
Training	TRG
Catering	CAT
Maintenance / Repair	M&R
Requisition	REQ
Accounts	ACC
Library	LIB
Inventory	INV
Housekeeping	HSKP
Medical	MED
Grievances and Discipline	DISC
Purchase	PUR
Administration	ADM
Indian Maritime University	IMU

The filing system will be in the form, example, SIMS / TRG / 02



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Issue Procedure:

The Chairman or his deputy or the Assistant to MR *is authorized* to carry out the activities of preparing, issuing, maintaining and updating this Quality Manual.

Master copy bearing photo
 The Master Copy bears the stamp of "Controlled Copy". Rest of the other copies of this document required for external agencies, are issued by the Management Representative and such copies of the Manual ~~Issued~~ are stamped as "Uncontrolled Copy" in red colour. These uncontrolled copies do not come under the preview of document amendment procedures and are not used within the institute.

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Revision, Updating and Amendment Procedure:

The Quality Manual is reviewed periodically (once in two years) by the Management / Administrative officer/Representative / Executive Director.

No revision is implemented unless it has been approved by the designated authority and officially notified to the certifying agencies.

Each revision is introduced formally by the Management Representative by issuing of revised pages for each of the copy as per the distribution list. The revisions are indicated by the revision number in each of the revised sections and recorded in the Amendment sheet supplied with the controlled copies of the Manual. The initial edition is numbers as "01".

The insertion of the additional / amended sections and the removal of the old sections in the individual controlled copies as per the distribution list of the manual is the responsibility of the person holding the individual copy. All old sections so removed are returned to the management Representative who ensures that the same are destroyed and so recorded.

One copy of the earlier version of the section (s) is retained by the Management representative in archives for the future reference.



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SRIRAM INSTITUTE OF MARINE STUDIES

Quality Manual	ISO 9001 clause	5
	Sub Section No	5.2.1(a)
Quality Policy	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016

Page 1 of 1

QUALITY OBJECTIVE

1. To Equip, class rooms with modern/new furniture, internet and teaching learning equipment's
2. Secure maximum training slots for Cadets and GPR.
3. Arrangement to improve intake of students for all courses
4. To obtain 100% results of DNS & GP Rating in final examination.
5. Prepare and implement of SOPs.

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Majeed / eS

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SRIRAM INSTITUTE OF MARINE STUDIES

Quality Manual	ISO 9001 clause	5
	Sub Section No	5.2.1(b)
Quality Policy	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016

Page 1 of 1

QUALITY POLICY

We are endeavour to impart Maritime Education, Training and to issue certificate to the seafarer as per the directive of Directorate General of Shipping & Indian Maritime University (Govt. of India). We will be emphasising continual improvement, risk assessment and safety by providing ideal infrastructure, facilities and latest technology in learning environment to our clients. Our core endeavour is to provide on-board slots to our Pre Sea course students.

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Mecied /es



SRIRAM INSTITUTE OF MARINE STUDIES

(Institute of Merchant Navy Training)

Approved by Director General of Shipping, Govt. of India

An ISO 9001:2015 Certified Institute



SRI RAM INSTITUTE OF MARINE STUDIES

Quality Manual	ISO 9001 clause	5
	Ref. ISO 9001 clause	5.1.1
Leadership And Commitment (General)	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
Page 1 of 1		

Top Managements quality policy :

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- 1) Purpose of the organization is to meet the client's goals as per the laid down guidelines by the Director General of Shipping.
- 2) A commitment to comply with the statutory and regulatory requirements and continual improvement in the effectiveness of the QMS.
- 3) Provides a framework for establishing and reviewing quality objectives.
- 4) It is communicated and understood within the organization to display experience and understanding through regular training sessions.
- 5) Quality is reviewed for continuing sustainability and effectiveness in a half yearly management review meetings.
- 6) Priority of the Institute is to attract ship owners to employ pre-sea course (DNS cadets & GP ratings) trainees on board ships.
- 7) To provide safety, create an environment with comfortable ambience for effective training to its course participants for sea jobs and placements.

Approved By: Chairman:

Signature:





SRIRAM INSTITUTE OF MARINE STUDIES

(Institute of Merchant Navy Training)

Approved by Director General of Shipping, Govt. of India

An ISO 9001:2015 Certified Institute



SRIRAM INSTITUTE OF MARINE STUDIES

Quality Manual	ISO 9001 clause	5
	Sub Section No	5.1.1,5.1.2
Leadership and commitment (Customer focus)	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
Page 1 of 2		

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Management Commitment

Chairman and the Management of Sriram Institute of marine Studies is totally committed to the development and implementation of Quality Management System and continually improving its effectiveness. They have taken keen interest and are instrumental in the development of Quality Manual and the documents referred therein. Their commitment towards QMS is shown through followings action:

- a) Importance of meeting customer requirements is communicated within the organization through regular interactions and training sessions. Everyone within the organization is convinced that the only way to achieve organizational and personal growth is through complete satisfaction of customers stated as well as implied needs. We are working as per the guidelines provided by DG Shipping, Govt. of India and Indian maritime university, Chennai.
- b) Quality policy and measurable objectives are established, communicated, understood and maintained at all levels and functions within the organization.
- c) Management reviews are conducted at least once in 06 months.
- d) Provision of resources for the effective implementation of QMS. Resource requirements are reviewed in the half yearly Management Review Meetings.

Customers Focus:

Top Management has established a mechanism (refer sub-sec no. 5.1.2 of this QM) to determine and meet customer requirements with the aim of enhancing customer satisfaction. Mechanism of monitoring customer satisfaction level is given in sub section 8.2.2 of this quality manual.



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Administrative:

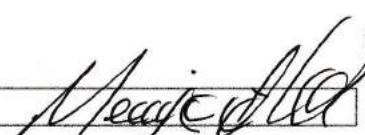
The onus is also given to exercise, implement and ensure the effectiveness of all orders, circulars and requirements as received from the govt. body of Indian Maritime administration:

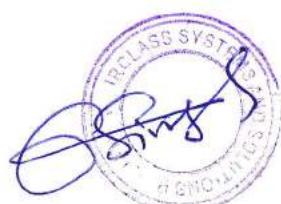
- a) The DG Shipping
- b) The Indian maritime University
- c) The Mercantile Marine Department
- d) The Govt. Shipping Master's Office
- e) The Northern Academic Councils.
- f) Board of Examination for Seafarers Trust.
- g) INDOS cell.

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Approved By: Chairman:

Signature: 





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Quality Manual	Sub Section No	5.2.2
	Ref. ISO 9001 clause	5.2
Communicating the Quality Policy	Revision No. Date	01,10 th Jan 2013
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Communicating Quality System

Management Representative:

Executive Director of the institute is also the management representative to ensure that the quality System is established, implemented and maintained in accordance with the ISO 9001-2015 Standard.

The MR in addition to his normal duties is responsible for ensure the documentation, implementation and maintenance of the quality system in accordance with ISO 9001-2015 and the quality Policy. He also ensures the promotion of awareness of customer requirements throughout the organization.

Objective:

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- a) To keep the staff updated with all latest information as promulgated by the Government,
- b) To maintain daily routine / training program as per the directed guidelines.
- c) Issuing and execution of orders, whether as per internal or external requirement, related to infrastructure facilities, training aids, discipline etc. in order.

Procedures:

The senior management issues circulars, notices and temporary memorandums stating objectives and directions expected by all. The circulars are written down on a 'Circulars Register' from the Chairman's office and read, understood and acknowledged by all concerned. The memos/notices are displayed on the main notice board for information and execution.

- a) **Public Address System:** The institute has a public-address system fitted all across the building, same is used for urgent orders and which require immediate action - Priority: Immediate.



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- b) **Circulars:** Circulars coming from the Chairman's desk, related to changes and issues which they consider as important and situational appropriate are circulated around and acknowledged by all - **Priority: Very Important and urgent.**
- c) **Notices:** The notices related to leave, duties and amendments are circulated among staff by issuing notices - **Priority: Normal**
- d) **Temporary Memorandums:** Any action, which needs a highly disciplined, arranged action. Where a great care of man and material is required, where order and result is desired, the temporary memorandums are issued. These memos include the action to be taken by each individual, who so ever is concerned to carry out the task - **Priority: Normal**
- e) **Electronic Medium:** Internal email system is followed and in use, and the entire staff has accessibility to the internet, with Wi-Fi facility and computer stations available where they could access the same - **Priority: Normal**
- f) **Library:** Daily newspapers, magazines and journals are available in the library for the use of staff. Library timings are maintained from 0930hrs - 2200hrs.

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QUALITY POLICY

We are endeavour to impart Maritime Education, Training and to issue certificate to the seafarer as per the directive of Directorate General of Shipping & Indian Maritime University (Govt. of India). We will be emphasising continual improvement, risk assessment and safety by providing ideal infrastructure, facilities and latest technology in learning environment to our clients. Our core endeavour is to provide on-board slots to our Pre Sea course students.

Quality Policy:

Quality Policy is displayed at the reception, all offices and class rooms for each individual to understand the Quality Policy of the Institute. Manual is kept in Chairman Room, Executive Director Room, Faculty room, HO.I room for easy reference to all concerned.



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Approved By: Chairman:

Signature:



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Quality Manual	Sub Section No	5.2.2
	Ref. ISO 9001 clause	5.2
Communicating the Quality Policy	Revision No. Date	01,10 th Jan 2013
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Signature:

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Quality Manual	ISO 9001 clause	5
	. Sub Section No	5.2.1 (b)
Establishing the Quality Policy	Revision No. Date	01 ,10 th Jan 2013
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Quality Objectives:

Top management has established measurable Quality objective for the company as a whole as well as at relevant functions and levels within the company . These quality objectives are relevant to the education of the company and are consistent with the quality policy.

These quality objectives is the target that management has set for the organization to achieve and to its laid down policies within a certain time frame. Achievements and suitability of these objectives are reviewed in half yearly management review meetings.

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Quality Management System Planning:

This QM and its associated documents defines how the requirement of quality for the education provided by the company is met. Top management ensures that planning is carried out in order to meet the requirements identified in sub section 4.1 as well as for the achievement of quality objectives and the relevant functions and levels within the company.

Planning includes identifying activities necessary to deliver the education and / or services, necessary resources, verification activities (such as inspections, reviews and audits), criteria for acceptability of education and process, corrective actions and continual improvement in education and processes.

Top management ensures that planning is not just restricted to education and / or service provided and achievement of objectives, but also to bring in a change in the



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organization and the quality of the managed system. It is ensured that changes are planned to maintain

Integrity of the system and to prevent / minimize the risk of adverse effects on quality of education.

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Quality Manual	ISO 9001 clause	5
	Sub Section No	5.2.2
Quality Objectives	Revision No. Date	01, 10 th Jan 2013
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Objective of the Deck Department:

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- 1) To prepare the deck cadets and GP rating course and participants of the allied courses on deck department, as per the syllabus provided by the Indian Maritime Administration.
- 2) To score maximum high grades (Grade 'A') in the 'All India Exit Examination for Seafarers Trust, Mumbai' in the GP ratings course and 100% Pass result in the DNS Cadets course of Indian Maritime University, Chennai.
- 3) To brush up the knowledge and to update with newer changes in the maritime industry, to all the participants of the Advanced and Basic courses related to deck work.
- 4) To alter/amend the course curriculum of deck department as per the recent IMO conventions, which are there after also implemented by the DG shipping.
- 5) To cultivate and induce safe working practices, quick response to emergencies and to avoid risks involved during working on ships during various operations.
- 6) To emphasize on laid down procedures to be followed and to be in a habit to follow the same during all operations onboard ships.
- 7) Code of safe working practices to be strictly followed, risk assessment to be carried out before any job is carried out, no matter how trivial the job may be.





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Objectives of Engine Department:

- 1) To train the students to identify problems relevant to engine design and general practice of marine engineering department.
- 2) To provide knowledge and understanding in the three significant design areas of equipment's, process and plant operation on ships concerning to marine engineering department.
- 3) To educate the students in understanding the multifaced aspect of marine engineering and in applying the various complications and method studied, for problem analysis and solution finding.
- 4) To prepare the students to pursue higher studies and/or to succeed in the industry. Provide technical education to be technically professional in the global market.
- 5) To impart the best engineering knowledge, train the DNS cadets / GP ratings so that when they are onboard they are an asset to ships.

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Signature:





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	Sub Section No	5.3
Responsibility, Authority and Communication	Revision No. Date	01 ,10 th Jan 2013
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Responsibility and authority:

Top management has defined responsibility, authority and interrelation of personals that are managed, performed and verified which are affecting work quality. Top management ensures that these personnel know what they are expected by top management, and clearly identifies their role in the organization and how this relates to other roles. In the case of absence, leave or otherwise of a designated person, responsibility of the designated post passes on one step below in the organization chart. Responsibilities and authorities are communicated within the organization through the job description given in the 'Annexure' C. Responsibility & authority of other staff employees of the company are given in the relevant sections & work instructions.

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Approved by: Chairman:





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Quality Manual	ISO 9001 clause	5
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Responsibility, Authority and Communication	Revision No. Date	01 ,10 th Jan 2013
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Responsibilities of Executive Director

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The Executive Director is to ensure all action of day related to training, documentations, Public Relation Ship Correspondence with shipping companies and Govt. bodies and to keep the records of all. He has to have a Positive control on all kind, type, related activities of the institute. The Brief of his duties are as under.

- a. He is accountable Directly to Chairman for forwarding daily ^{the} Progress of institute in term of training, public Relation and Customer Feedback Customer requirement etc.
- b. Correspondence with all Govt. Bodies including DG Shipping, Indian Maritime University.
- c. To arrange timely and smooth conduct of Schedule inspections of Institute by Govt. Body.
- d. Informing any new instructions from the DG shipping to the, HOI, Administration officer on a Daily activity.
- e. Ensure Circulars and memorandums of the Management are executed, and the effectiveness of the same is carried out.
- f. To plan execute the institutes QMS policies and programmers.
- g. He is to take Decision as per the requirement of the institutes polices.
- h. The placement of the pre-sea students is his prime job and responsibility.
- i. He is to ensure that all the certifications of the Institute are in place, and keep the management informed about the same.
- j. He is to ensure that all the courses taking place are conducted with its full strength.
- k. He is to address to and look after all deficiencies of the Institute.





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- l. He has to ensure that, regular management meetings are conducted and the issues arising are addressed to, on priory basis.
- m. He is to ensure that the grievances of all students and staff are addressed to and taken care of, if unable to he shall bring it up to the Chairman's notice.
- n. He has to ensure that all Pre-Sea schedules are being followed and the training is being undertaken as per requirements.
- o. He has to ensure that all Modular Courses are conducted as planned.
- p. He is to ensure that there is enough faculty to carry out the planned courses.
- q. He is to keep in touch with the authorities to ensure that all rules are being complied and the institute is in compliance with all.
- r. He has to ensure that, all the facilities provided to the candidates are as per requirement, in case of any non-compliance, those are taken care of on a urgent basis.
- s. He is to look after the overall performance of the institute.

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Approved by: Chairman:





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Quality Manual	ISO 9001 close	5
	Sub Section No	5.3 (a)
Responsibilities, Authority and Communication(Chairman)	Revision No. Date	01 ,10 th Jan 2013
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Responsibilities of Chairman

As in our case the Chairman is promoter of this organization. The Chairman is all at the institute to take any decision at any time in favors, Impartment increase/Decrease of course.

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1. He is responsible to ensure the welfare and moral of all teaching staff & non-teaching staff and under trainees of all Maritime course.
2. To provide funds to Executive Director to meet the daily expenses.
3. To preside over all functions, meeting and ceremonies of the Institute.
4. He is the top to review/cancel/ implement any internal issues.
5. Accountable to all course participants for providing infrastructure and comfort ability for course.
6. Accountable to all Govt. competent authority to implement latest orders/guidelines.
7. To discuss, welfare, training, management issues with his deputy and staff.
8. To ensure sufficient staff of teaching & non-teaching as recommended by the Executive Director.
9. To get maximum results from the available resources.
10. To act as top leader of Sriram team in all evaluations.

Approved by: Chairman:





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Responsibilities, Authority and Communication	Revision No. Date	01,10 th Jan 2013
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Responsibilities of Head of Institute

1. Ensure the implemented system /Procedure laid down to conduct of DG Shipping approved courses in term of documentation, evaluation and assessment.
2. He is to lead the team of faculty and instructors for conduct of the courses as per the letter and spirit of DGS Guidelines.
3. He is to advise all the faculty and instructors on the changes, developments and orders issued by the guidelines concerned to Maritime Education and Training from time to time.
4. He is to carry out the evaluation of all faculty, teachers and instructor's minimum once in three months and forward to the management for discussion and improvements.
5. He is solely responsible for the Morale and encouragement of the course participants.
6. He is to keep the institute ready for any scheduled or surprise inspection at any time. पुस्तक ग्राहकालिपि MASTER COPY
7. He is to verify the original academic Mark Sheet & Documents of all pre-sea courses and other courses has provision of issue/apply CDC from this institute.
8. He is to ensure the "Daily Log Book" to be signed by him on everyday basis as per the DGS orders in force.
9. He is to ensure that all the course-instructor & in-charges of all the pre-sea courses maintain all the relevant documents records such as inst. Log, time table, Daily Biometric attendance, answer scripts etc, and to be counter signed by him on every day basis. The same be submitted/put up to Executive Director by 10th of every month for his information.



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10. Powers conferred to him by the DGs office to deny permission to students to attend any examination if not meeting the laid down criteria of the institute or the DG Shipping.
11. He is to issue all the internal orders of the institute related to the training, and its validation.
12. He is to encourage the students on extra-curricular activities, inter institute sports, quiz and competitions. He is to nominate officers and staff for the same.
13. He has to ensure that all courses are being held and taken care off, if not, then he has to bring it up to the ED and get that problem resolved.

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Approved by: Chairman



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INSTITUTE OF MARINE STUDIES

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MTI Unique ID No. : 101005



The Institute - Sriram Institute of Marine Studies

The institute has always moved with interest to create landmarks in Indian maritime Education and training by providing the sea berths to its passed out students with a fair, noble and good intentions keeping the interest of the ship owners to man their good vessel.

We are open to bigger and larger shipping companies to train their selected officers and rating as per their requirements including the requirements of the Indian Maritime Administration.

The time tested faculty and staff has always remained as light house for our beloved students and enable them to become a figure in the Maritime industry.

We assure that students admitted in courses in our institute shall be an asset to the shipping company being groomed on maritime profession, international behaviour and good teaching tracks.

- An Introduction

M/s Sriram Institute of Marine Studies, an unique institute in northern India imparting Maritime Education and training for officers and rating. The institute has courses for beginners as basic safety training courses to Radar and Navigation Simulator courses at its campus in New Delhi. The institute has its own campus in metro city Delhi Dwarka and spread over 10 acres of land, purely utilized for marine education and training. The institute approved by the Directorate General of Shipping, Govt. of India in January 2003 with a main course of deck rating and few basic STCW courses. The institute honoured to be the very first institute to start Fire Fighting course in city like Delhi. The institute has also honour to be single ownership/promoter, belongs to a noble family, self determined, exemplary and honest. Presently the institute has 43 courses on the Board of DG Shipping Govt. of India and has many accreditations by the Govt. of India and private institutions. The institute has always honoured the hand and glove relationship with shipping and marine company to ensure the on board placement of its passed out students.

Accreditation:

1. Directorate General of Shipping, Govt. of India- All Maritime courses purely approved only.
2. Indian Maritime University- Incorporation since inception of the very first Maritime University in India.



3. M/s Indian Register of Shipping- Mumbai - Bench marking and CIPs
4. M/s IR Class System solutions {IRS} – ISO 9001:2015 certification
5. Sponsoring Shipping Company: M/s DSG Ship Service Pvt Ltd Mumbai

Objectives:

The overall objective of the institute is to spread maritime Education and Training in and over India.

To provide sea berths/slots on board placement to its passed out cadets and rating.
Special discount/subsidiary fees from weaker students/son of widows and help them for future employment.

Increase the employability of Indians in maritime sector including shore and port jobs.

Board of Directors/Stake holders:

Sh Manjeet lochav, Chairman is the sole owner, land lord and promoter of this institute and hold 100% risk, liability, assertor and capital.

Sh Joginder Singh Executive Director, He is the founder director of institute heading area of Inter-person relationship, admission, administration, training and accreditations.

Sh Ashok Kumar Updhyay, General Manager at DSG Ship Service Pvt Ltd, has been always an instrumental to provide sea berths to passed out students of cadets and rating of this institute since 2006. He has always keen to see maximum crew of this institute and hence the promoters has given free hand to proceed for more tie ups/relationship with fellow shipping/owner ship companies.

The DSG Ship Services Pvt Ltd has been given authorisation to admit/recruit crew and officer and to provide Sponsorship to students for this institute.

Campus:

The institute has its own campus being the courses are residential, regimental and disciplined, catering all the modern needs of the students in terms of hostel, messes, accommodation class rooms, sports, inter-college facilities. The residential building is multi storied having ultra-modern facilities.



Classrooms:

Class room theory and demonstration are provided in modern air conditioned class rooms equipped with LCD projector, interactive boards and furniture. These are bigger in size and with proper ventilation.

Sport ground: the institute has in campus sport ground of football, volleyball bad minton and tracks for the students. Students are taken in the inter institute sport activities conducted to honour and celebration National Maritime day.

Mock ups- Institute has advanced fire fighting, basic fire fighting mocks chamber to train the realistic education such as enclosed space entry, identification and to locate various compartment of a marine merchant vessel.

Ships library: the library located in the ground floor of the building to facilitate students to make use including make use during off working hours also. It has stock of modern journals, navigational, IMO books etc.

Courses approved by the DG Shipping, Govt. of India.

The institute purely and purely conducts the DG Shipping approved courses in its campus. We have good turn out of officers and rating walking in daily for these courses. Our passed out students are sailing internationally and earned laurels to the institute. Not only officers, our rating are position well in major shipping company on shore to take care of their fleet. The institute earned course approval of Pre sea Post sea, Competency till master & mates, basic safety, advanced Safety, tankers, simulators and passenger ships.

Faculty and teachers:

The institute has a very good retention records of holding its faculty, teachers and academics since its inception in 2003. We have officers from merchant navy, ex Indian navy instructors, academic teachers for English and science subject. The teachers are well experienced, hard working and competent to teach their subject. We have around 35 in no masters and engineering officers naval instructors.



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Interested Shipping sponsors companies: the institute has honour to receive country/international heads of following Shipping companies in the past for the purpose of student tie ups:

- (a) Maersk line
- (b) Mediation Shipping company {MSC Shipping}
- (c) Fleet Ship Management-
- (d) Banard Schulete Ship management (erstwhile Eurasia paramount)
- (e) Trans World Ship Management
- (f) M/s DSG Ship services Pvt. Ltd.

Interested Ship owners:

Marine Engineering and Diving Services- UAE
RTSS Sindbad UAE

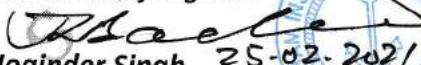
Ship Ahoy

The institute has made progress by leaps and bounds and ranked as no 1 in northern region of India. Students from almost all India takes training purely as per the requirement of an international shipping. Institute has also conducted the All India Common entrance tests of Board of examination for seafarers, Mumbai for ratings and cadets for Indian maritime university with a capacity of around 800 students in a shift in the early beginning of IMU

Thanks

We are sincerely thankful for going through the peppers and text of our profile. We assure the correctness, truthiness of the above statements and assure to keep tem always intact. We are and shall remain.

With best of regards


Joginder Singh 25-02-2021

Executive Director

Sriram Institute of Marine Studies

Joginder Singh

Executive Director



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Quality Manual	ISO 9001 clause	4
	Sub Section No	4.1
Understanding the organization and its context (Institute Profile)	Revision No. Date	01 .10 th Jan 2013
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Institute Profile

We M/S Sriram Institute of Marine Studies, New Delhi launched in Jun 2002 by Sh. Manjeet Lochav, the Owner & Chairman of the institute. The process of approval and documentation was undertaken by Sh. Joginder Singh, the present Executive Director and it took around six months to start a DG approved institute at this present location. Swargya Sriram Lochav Education society brought an idea to run few Marine courses in a city like Delhi, where there is no sea. Most of the Northern Indian seafarer has to travel to Mumbai or to South to attend these courses. The society was already in the business of education so a regulation passed and accepted by the all honouree members to start the present institute. The Pre-Sea Deck Ratings and STCW-1995(Read 2010) modular courses in 27th Jan 2003. Soon the institute was granted permission to conduct Pre-Sea GP Rating, Pre-Sea Deck Cadet, Oil Tanker Familiarization, Medical First Aid etc. by 2006.

Our proposal for Few More Advance course and function courses are in the pipe line with DG shipping for Approval. The institute has large premises and institute lies in a 40,000 Sq yard building of 04 storeys and a basement. All facilities like has classrooms, laboratories, Parade ground Sports ground and Swimming pool etc. are in house that adds to the charm in our training. *Hock up Chowbar's*

The institute is headed by Chief Engineer Sudhir Nijhawan MEO-I . who had good seafaring experience. He had sailed for various Shipping Companies. He had been heading our institute since last two year. He is found to be very good teacher and a light house of knowledge, who direct our trainees & students to be a good seafarer.

The institute has all ultra-modern facilities and promoter Sh. Manjeet Lochav has put up his best to create all. The Executive Director had taken up the officials work related to making, obtain approvals, training, placements and public relationship and we all have been in a very good team.

Scope:

Provision of pre-sea Courses:

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SIRIRAM INSTITUTE OF MARINE STUDIES



(Institute of Merchant Navy Training)

Approved by Director General of Shipping, Govt. of India

An ISO 9001:2015 Certified Institute



- One Year Pre Sea Diploma in Nautical Science Leading to B.Sc. Nautical Science
- General Purpose Rating Course (G.P. Rating)
- Allied (STCW) Standards of Training, Certification and Watch keeping Courses including "Tanker Familiarization Courses" and "Medical First Aid"
- Advanced Fire Fighting Course, RUT Advanced Fire Fighting, Chief Mate Phase I, Chief Mate Phase II, 2nd Mate FG, 2nd Mate NWKO/NCV.
-

8.3 – Not Applicable

As the Institute deals with DG Shipping approved design courses only, hence the above said clause is not applicable.

Approvals & Affiliations:

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1. **Directorate General of Shipping-** The Institute has been approved by the DG Shipping, Govt. of India to conduct Pre Sea & Pre Sea STCW-2010 courses at its campus in New Delhi.
2. **Indian Maritime University-** The Institute is affiliated with Indian Maritime University, Chennai. (A Central University of Govt. of India) for Deck Cadet Course.
3. **ISO 9001:2015 IRQS:-** The institute maintain a proper system ISO 9001:2015 and carry out all documentation and procedures as laid down.
4. **Financial Grading-** The "Crisil" Rating has rated us Grade I (Excellent) and the same has been maintained.
5. **RPS :** IRS, DG shipping GOVT. of India.
6. **C.I.P:** Grade B-1.

LIST OF COURSES OFFERED:

<u>S.No.</u>	<u>Course</u>	<u>Duration</u>	<u>Intake Capacity</u>
1.	Pre Sea Deck Cadet (BSC Nautical Science)	01 Years	40
2.	Pre Sea GP Rating Course	06 Months	80
3.	Basic safety Training	11 Days	24
4.	Personal Survival Techniques Refresher(I)	02 Hrs	16
5.	Personal Survival Techniques Refresher(II)	02 Hrs	16
6.	Fire Prevention & Fire Fighting	2.5 Days	16
7.	Fire Prevention & Fire Fighting Refresher(I)	03 Hrs	16
8.	Fire Prevention & Fire Fighting Refresher(II)	03 Hrs	16
9.	Personal Safety & Social Responsibility	03.5Days	20

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10. Oil & Chemical Tanker Cargo Operation	06 Days	20
11. Radar Observer Simulator Course	05 Days	20
12. Automatic Radar Plotting Aids	05Days	20
13. Radar & Navigation Simulator Course(RANSCO)	06Days	12
14. Passenger Ship Familiarization	03 Days	20
15. Medical First Aid	04 Days	16
16. Ship Security Officer	03 days	20
17. Security Training for Seafarer with designated Security Duties (Batch- I)	02 Days	20
18. Security Training for Seafarer with designated Security Duties (Batch- II)	02 Days	24
19. Security Training for Seafarer with designated Security Duties (Batch-III)	02 Days	24
20. Advance Fire Fighting	05 Days	16
21. Advance Fire Fighting Refresher(I)	01 Day	16
22. Advance Fire Fighting Refresher(II)	01 Day	24
23. Advance Fire Fighting Refresher(III)	01 Day	24
24. Proficiency in Survival craft & Rescue Boat	05 Days	16
25. Proficiency in Survival craft & Rescue Boat Refresher(I)	01 Day	16
26. Proficiency in Survival craft & Rescue Boat Refresher(II)	01 Day	16
27. Proficiency in Survival craft & Rescue Boat Refresher (III)	01Day	16

TRAINING FACILITIES:

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Well equipped classrooms, Laboratories, workshops etc. with well experienced teaching staff who are the assets of our institute. The classrooms are equipped with Projectors and associated fittings. Also the classrooms have models; photos and ACs are installed for summers. The labs are also well equipped as per the norms and directives of the DG Shipping and University. The trainees are able to meet the course objectives on completion of their courses. These cadets and GP Ratings are able to carry out welding, cutting, small electrical and plumbing repairs. The cadets are given special training on steering simulators, chart work and hydraulic and pneumatic assignments. The institute has the followings workshops and laboratories:

- a. Hydraulic and pneumatic class) - Sh. Sudhir Nijhawan, C/E (Engg. Off,MEO First
- b. Steering Simulator - Capt. R.K.Chabba Master Mariner (FG)
- c. Seamanship and Nav. Eva. - Capt.Rakesh Kumar, Master Mariner FG)
- d. Mock-Ups - Sh. Pramod Rai, C/E
- e. Engineering Lab - Sh. AK Sharma, 2/E
- f. Applied Science lab -Sh. Shishir Kumar, MSc (Chemistry)

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g. Computer Lab

Sh. Vivek Kumar, (MCA,)

Along with classroom teaching, the field practical's are also conducted by our staff instructors. The team is headed by Sh. Rajender Singh (Ex-Indian Navy). We have working/live arrangements of Mast climbing, ladders, Mooring & Winches, derricks, pilot ladder and on other safety evaluation.

Special Capabilities: Conduct the All India Entrance Test of BEST (DG Shipping) and Indian Maritime University, Chennai.

The institute has superiority over all other few institutes in Northern India. We have achieved a lot in a small span of time as compared to other sister institutes.

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ALL INDIA COMMON ENTRANCE TEST: For Deck Cadet (DNS) course The institute was in system of recruiting candidates by conducting an entrance test and has done admissions on merit basis. Later the same procedure was followed by the DG Shipping in 2005 and a Board was constituted under the Directives of DG Shipping and today this has became a trend and all over in India. The candidates are admitted by CET of BEST.

The institute has been found Suitable By IMU Guide lines, and has therefore been entrusted to conduct a record number of All India Common Entrance Test of BEST for GP Rating. The institute was the centre for all states of India and the same was executed professionally and achieved Bravo-Zulu.

By the virtue of dedication, progress and hard work of faculty, the institute has earned a good name in the Shipping Industry. As the institute has a big institutional building and facilities, the Vice Chancellor of IMU also marked our institute as the center for All India Common Entrance Test for the Cadets.

Associated Sponsoring Shipping Companies: The placement of cadets/has and shall remain our very first priority. We have always made efforts to provide placements to our passed out

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cadets. We have achieved placements with big shipping companies and few Indian ship owner and offshore companies.

The institute has some tie-ups with few DG approved RPSLs agencies:

- a. DSG Ship Management.
- b. T.W Ship Management
- c. RTSS Sindbad Dubai.
- d. Anson Marine International Shipping Singapore.

Facilities: We provide all facilities to them from clothing, living, swimming, messing, sports, library and entertainment. The cadets & Ratings courses are residential, regimental & disciplined Course.

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Accommodation: The cadets and GPs are accommodated in separate hostels on different location within the campus. The hostels are very well equipped with ultra modern facilities. All students are provided with study materials, books, registers and other Navigation equipments etc.

Quality uniforms are issued through a proper naval tailor. Proper and quality Linen is issued to the courses participants. The teachers maintain a high standard of discipline amongst the students.

Sports and Games: A big Sports ground is marked for sports and games for the students. Volley Ball, Football, Badminton etc. courts are provided and same are largely utilized by the students.

Indoor games, recreation rooms and a big assembly hall are provided to students for their recreational, entertainment and awareness of day to day events as these are fitted with LCDs and Airtel DTH connection.



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- c. **Resident:** The courses are residential for all trainees and one has to follow all rules and regulations of hostel at all time.

We wish to promote professional courses for the youngsters at affordable fees. Swargya Sriram Institute Educational Society was founded in 1993 and ever since has been devoted to impart quality education to fellow Indians. Our motto has and will always remain "Quality Education".

Our Trust strives to make significant contribution towards assisting Indians in getting basic knowledge and education. This has now been extended to our Indian seafarers. We are confident of providing world Class professionals in the international marine market.

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Internal context:

Types of Internal interested parties:	Possible needs and expectations:	How to capture key issues:
Employees	Knowledge in their field attitudes and job security	Feedback from students ,upgrading of knowledge by attending seminar ,and latest DGS guideline
Students	Academic qualification meeting DGS guidelines ,medical fitness, able to comply with Institute guidelines	Student should meet criteria laid down in DGs Guidelines at entry level and exit level Admission test, Interview by competent authority ,Medical fitness certificate issued by DGS approved Doctor
Infrastructure	To provide an healthy and comfortable accommodation to all the course participants. Pre-Sea as well STCW course participants	Continue improvement in infrastructure, dedicated staff for house keeping



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External Context:

Types of External interested parties:	Possible needs and expectations:	How to capture key issues:
DG.Shipping / IMU	Compliance and reporting all the related to training to concerned authority	Creating awareness among staff and course participants about any latest guidelines issued by competent authority
parents	Feed back about their wards	Intimation to parents on their ward performance
Neighbors and communities	Social responsibility and engagement	Consultation and engagement exercises to identify environmental concerns
Local Authorities and Government	Consultation and information	Engagement with planning and development issues

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Approved By: Chairman:

Signature:





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Quality Manual	ISO 9001 clause	4
	Sub Section No.	4.2(a)
Understanding the needs and expectations of Interested parties	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Ag 2016
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Student's attendance, procedures and record keeping:

The Institute conducts the attendance as directed by the Directorate General of Shipping through orders and advisory issued from time to time. The institute has installed a biometric attendance machine in every classroom to facilitate the student to mark their attendance in time and to avoid standing in queues.

1. **Pre-Sea Courses:** The Institute in addition to the above has now adopted a system so as the attendance of each student can be monitored period/subject wise also. "Attendance Register" is issued to all departments. Trg Coord is in charge of the same to control it. The teacher/faculty marks the presence, absence, leave and or duty etc. for the students. In this system, it is possible to find out whether or not the student has attended each class and subject period.

SN o	Student Registration (hrs)	Attendance (hrs)	Logout (hrs)	Login (hrs)	Logout (hrs)
(a)	On commencement of course 1 st day	0900 hrs everyday (except Sunday/Holidays)	1315	1400	1500

Pre-Sea Courses:

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The Institute in addition to the above has now adopted a system so as the attendance of each student can be monitored period/subject wise also. "Attendance Register" is issued to all departments. Chief Instructor is in charge of the same to control it. The teacher/faculty marks the presence, absence, leave and or duty etc. for the students. In this system, it is possible to find out whether or not the student has attended each class and subject period.

Modular Basic and Advanced Courses:



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The DGS approved Modular courses, their updating and Refresher courses, special ship type simulator courses:

(a) Registration of student : Participants mark their attendance in Bio-Matric system to endorse their presence in their respective classes, at the time of commencement of fore noon session, after completion of forenoon session and again at the time commencement of afternoon session and on completion of afternoon session (Four time) in Bio-matric system.. This attendance sheet is signed by the institute authorities, to ensure, check and verify the same, and forwarded to Executive Director for signature and kept for record keeping. As per the below chart :

(b)

SNo	Student registration (hrs)	Attendance (hrs)	Logout (hrs)	Login (hrs)	Logout (hrs)
(a)	0830-0900	0900-0930	1315	1400	1500

Sr. No.	Course	Title	Location	Retention Period	Disposal Authority
01	Pre-Sea Courses	Attendance	Admin Office	3 (three years)	MR
02	Modular Courses	Attendance	Class Room	3 (three years)	MR

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Signature:



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Quality Manual	ISO 9001 clause	4
	Sub Section No	4.2 (b)
Attendance of Staff/Pre Sea Students/STCW Students	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
	Revision No. Date	03,18 th April 2020
	Page 1 of 2	

The institute has been operating Biometric Attendance System to log the attendance of all officers and course participants since March 2018 as per the directives and guidelines issued by the DG Shipping, Govt. of India.

Institute had installed many no's of biometric attendance machines to facilitate the faculty, instructors and students to mark their attendance on daily bases.

The Directorate General of Shipping {DGS} vide its Training Circular No 14 of 20'20 dated 13th April 20'20 has disclosed the requirements for implementation of Centralized Attendance System.

The cut-off date of completion/installation of the equipment/accessories by the MTIs is 15th May 20'20. A completion report be rendered to the Training Branch of the Directorate by cut-off date. *Some is installed as per the requirement DGS.*

The Centralized Attendance System shall be covering the attendance of:

- (a) Principal and all faculty and instructors
- (b) All instructors
- (c) Course participants of all DGS approved courses approved to conduct at our campus. i.e. Pre sea GP Rating, Pre Sea Deck cadet, basic safety Training, Advanced STCW courses, Refresher and Updating of basic and advanced STCW courses

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This is important to note that in the Centralized Attendance System {CAS}, the institute management shall not able to alter/amend the attendance of any staff or student.

Staff officers/ faculties (Permanent Full time, Visiting or Permanent visiting, instructor and students shall be liable to be questioned by the reason in event of reporting late or leaving campus earlier or any disciplinary action by the DGS or the institute if violation noted by any of the above.

The **Administrative staff, non-teaching, logistics and multitasking staff shall mark their attendance through biometric machine only.** Their daily attendance shall be monitored and signed by the undersigned through **Administrative of training coordinator**



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Any violation at any time by any officer, instructor or students shall be dealt seriously and necessary disciplinary action shall be initiated. This will also include the financial penal punishments.

No request of early leaving/late arrival shall be entertained/considered by the management.

Students of Pre sea courses especially, the DNS and GP Ratings shall remain responsible for their own attendance. In any case a student unable to produce the required % of attendance, shall not be permitted to attend the final i.e. Term End/Semester end or Exit examination.

Course officers are to encourage/educate their course students on the subject so that none of the students become ineligible to attend the final examination.

These orders shall be implemented at any time on or after 15th May 20'20

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Signature:

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Quality Manual	ISO 9001 clause	4
	Sub Section No.	4.2 - C
Understanding the needs and expectations of interested parties.	Revision No. Date	01 ,11 th Oct 2018
	Revision No. Date	02, 11 th Oct 2018
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Scholarship Entitlement for Student:

One of the most pressing needs in higher education today is funding for scholarship. To help and to ensure the continued success of Merchant Navy training, Sriram Institute of Marine Studies has considered establishing a scholarship program for the well deserving students .It will serve as a lasting contribution to the profession and its students.

Scholarship Criteria:-

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The selection criteria are the specific standards used to identify the deserving applicants who ultimately will be recommended as scholarship recipients.

Eligibility Criteria:-

- All students of pre sea GP Rating with 70% or above marks in class XII (Phy, Chem and Maths) as subject in 12th standard seeking admission in G.P Rating course.
- Students scores Grade A in Board of Examination Exit Exam (for G.P Rating) and Rank 1to 100 in IMU Entrance test & All India Common Entrance Examination (for DNS Cadet) respectively shall be eligible for 5% discount on total course fee.
- Any student admitted in DNS course and has attained merit in the End semester examination of IMU shall be eligible 5% discount in total course fee.
- Students scoring 100% attendance in the pre Sea DNS and G.P. Rating course are eligible for 1% of total course fee as cash prize
- Students who has excelled/participated in sports individual or team event at State/Country levels is eligible for 5% discount in total fee.

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This is also important to note that any student selected for the scholarship and found involved in any in-disciplinary activities such as using Alcohol, drugs or Quarreling, Absenteeism from any training class, the Institute reserve the right to cancel his scholarship at any time and to recover the same without prior notice.

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Records:

<u>Doc. No.</u>	<u>Title</u>	<u>Location</u>	<u>Retention Period</u>
1	Approval Record	Office	02 Yrs.

Approved By: Chairman

Signature:

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Quality Manual	ISO 9001 clause	4
	Sub Section No	4.3
Determining the scope of the quality management system	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
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Management Commitment:

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The Institute's management is totally accountable to the below mentioned interested parties for the institute's products, customer's satisfaction and for the risk factors involved, during the training period.

Customer:

As per the need of the organization, following parties are considered as the customers / clients.

- a) Students (Client/Product)
- b) Shipping Company's (Users)
- c) External Parties (Banks, NDMC, Neighbors, Fire Department, BSES (electricity) Department, etc...)

Our raw material (Students), is derived by means of advertisements / word of mouth / institutes web site on the internet / through seminars at schools.

The deserving candidates are selected by means of written as well as oral tests conducted by the institute, after verifying that they are fulfilling the eligibility criteria as per the standards laid down by the Director General of Shipping.

The candidates are then checked and verified for their physical health by a DG shipping recognized doctor.

Once the above criteria's are fulfilled/students are then prepared for work to be carried out onboard ships at sea, as per the syllabus and orders issued/enforced by the shipping companies.



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The institute's management is committed to ensure the following to a student (client).

- a) To provide them with comfortable residential accommodation, good healthy food, facilities for their daily routines, subject teaching/training as per course time table, sports and games and daily clean ship routines to develop housekeeping habits.
- b) On successful completion of the course, the institute will provide /issue the trainees with:
 - 1) CDC (Continuous discharge certificate) which would be issued by the marine department (only after submission of valid Passport of the applicant).
 - 2) STCW-2010 valid course certificates, issued by the Institute.
 - 3) Pre-Sea course certificate, issued by the Institute.
 - 4) INDoS Number, issued by the marine department.

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Risk Avoidance:

The institute ensures to deal with any medical emergency which includes a medical doctor available in the campus with a sick bay available with first aid facilities. Tie ups with hospitals is also available for serious cases. Such issues are not charged for by the institute.

Round the clock, proper security with hi tech CCTV coverage available, all over the campus area. The high manned main gate of the campus is kept closed all the time, with entry allowed only for authorized personals. A night hostel warden is on watch all the time with land line phones and numbers available for in case of any kind emergency.

In house kitchen, where good and nutritious food with more than enough quantity is made and available during meal times with experienced cooks and helping staff. Canteen in the campus with basics and refreshments is also available for odd hours and emergency.

Shipping Company's:

The institute is accountable to all shipping companies, who so ever is recruiting trainees from this prestigious institute for their knowledge and understanding regarding work onboard ships. Trainees are induced with discipline and respect for their seniors.

Trainees are taught with love and respect for their job as a seaman. Knowledgeable and dedicated faculty is hell bent on providing the best knowledge to the trainees, for which they go out of the way, whenever required. Trainees are regularly exposed to extra



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circular activities, which enhance their grasping powers and their abilities to face the world with pride and confidence. Knowledge, physical fitness and Loyalty is the base of the education imparted.

Students will be able to understand / perform, Deck & Engineering jobs onboard ships without creating any damage to man, material, cargo, environment and ships owners interest and in the process reduce risk to life of self and of others and protect the environment by caring for the it and understanding the importance of the same for all.

Governing Bodies:

The institute is committed to work without any violation of the governing maritime administration and its rules, knowingly or un-knowingly. The institutes website displays the orders and guidelines on the organization, and these are strictly followed by all teaching / non-teaching, administrative staff, including our products and clients.

The rules are governed by the following:

- The Director General of Shipping, Govt. of India.
- The Indian Maritime University.
- The Northern Academic Counsel.
- Office of the Govt. Shipping Master.
- The Board of Examination for pre-sea training.
- The Local Mercantile Marine Department.
- The INDoS cell.

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The above each office/body is part in preparing our products after completing their respective courses. Products are certified prior to their launch in the international market to our end users/customers.

- The Legal requirements are reviewed once in every six (6) month and fulfilled.
- Requirement of Internal/External customers are looked after by the Institute.
- Experienced/certified/educated and knowledgeable faculty and teaching staff is enrolled for better performance.
- Technological, cultural, social and economic needs and requirements are taken care of by the organization.

Approved By: Chairman:

Signature:





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Quality Manual	ISO 9001 clause	4
	Sub Section No.	4.4
Management System and Process	Revision No. Date	01 ,10 th Jan 2013
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Institute Profile:

Institute implements and maintains these documents of Quality Management System established in line with the requirements of ISO 9001:2015. By implementing this system, the institute ensures that effectiveness of this system is improving continually.

The Institute:

- a. Has defined the process needed for the Quality Management System and their application throughout the organization (refer annexure A).
- b. Has determined criteria and methods to ensure that both the operation and control of these processes are effective (refer relevant sub-section for criteria execution. Documents control, records control, customer related process, purchase etc.)
- c. Has determined the sequence and interaction of these processes (refer annexure A).
- d. Has ensured the availability of resources and information necessary to support the operation and monitoring of these processes. These resources are identified in the Management Review Meetings.
- e. It is ensured that monitoring, measuring and analyzing these processes is carried out (refer to sub section 8.1, 8.2, & 8.4)
- f. Implementation of the actions necessary to achieve planned results and continual improvement of these processes (refer sub-section 10.1 of this Quality manual).

These processes are managed by the organization in accordance with the documentation as per Quality Manual in line with the requirements if ISO 9001:2015.

Sriram Institute of Marine Studies is currently outsourcing Medical checkup and boat work activity. The control on outsource process is approved by the DG Shipping and affiliated by the Indian Maritime University, Chennai. Record for approval is maintained in contact file.





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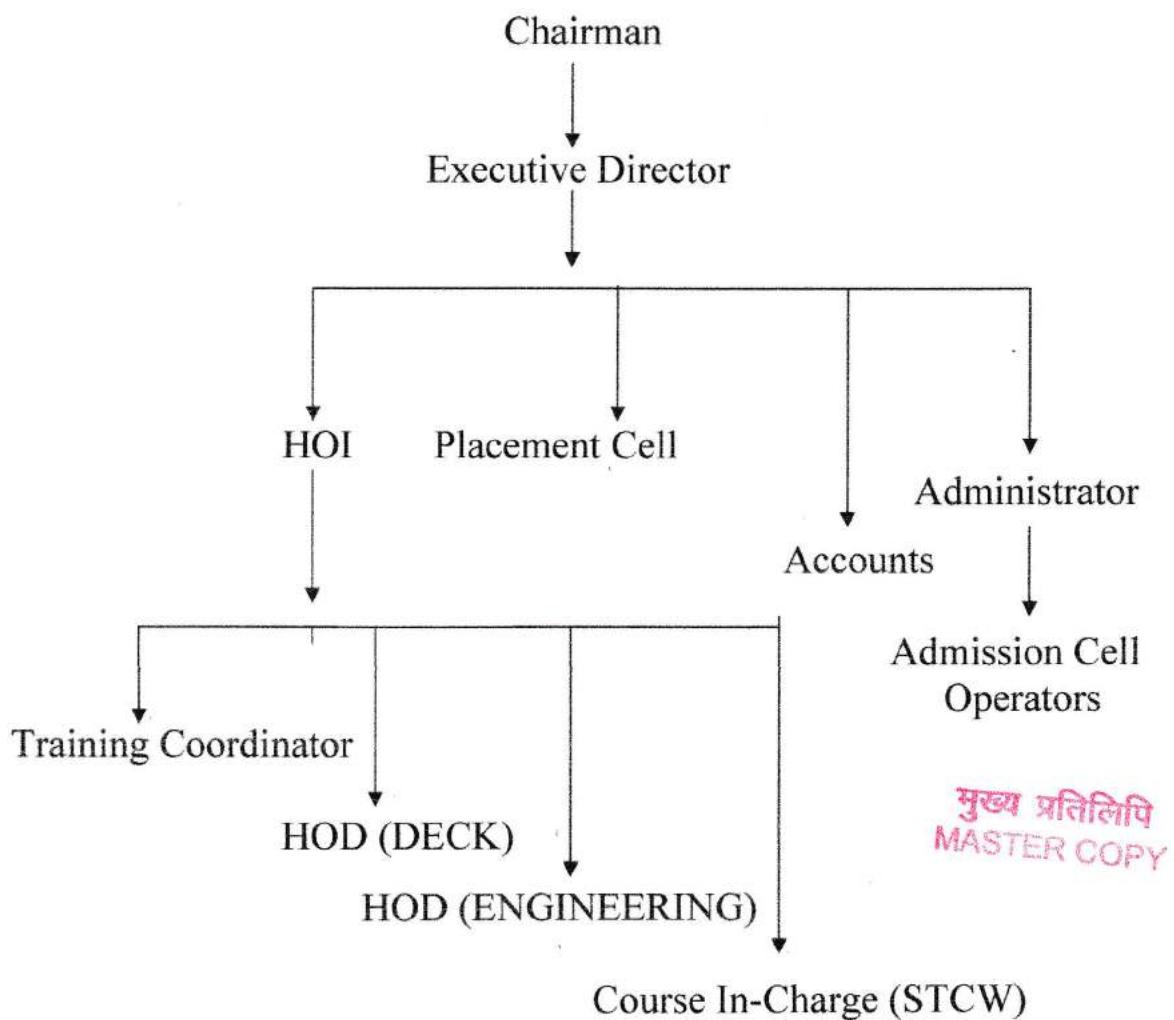
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INSTITUTE FLOW CHART



Records:

Doc. No.	Title	Location	Retention Period
1	Approval Record	Office	02 Yrs.

Approved By: Chairman

Signature:





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Quality Manual	ISO 9001 clause	6
	Sub Section No	6.1.1
Risk Assessment (General)	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
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Risk Assessment:

The institute is in the business of imparting maritime education and employment to the successful officers and ratings from this institute. In order to achieve the above areas which are identified as to where there could be a risk, are broadly identified as External and Internal risks.

External Factors:

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a) Students:

Students are enrolled for pre-sea training courses, after which they are absorbed by the shipping industry to work onboard ships internationally.

Prior to enrolling them for the courses, eligibility criteria are put in place by the director general of shipping, which the institute adheres to. The criteria are verified and ensured that the students are complying with the requirements.

However, the criteria are subject to change if and when the director general of shipping feels necessary. The present eligibility criteria for the admission are mentioned below:

- a) Education qualification, as appropriate.
- b) Internal written and oral test results.
- c) Medical fitness Certificate (Fit for Sea service), by a DG approved doctor.
- d) Valid Passport of the student to be available.
- e) NOC certificate from their Local Police Station.
- f) NOC certificate from parents of the student.





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b) Governing Authority:

Government bodies are involved to ensure that issuance of appropriate document to the candidate is done and carried out in order to admit/enroll the person in the institute as a student.

The following Government bodies ensure and validate that the documents and certificates carried by the candidates are not forged and or incomplete and are certified.

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- a) **The National/State Board of Examinations:** The 10th and 12th certificates carried by the candidates are certified by the National and State Examination boards.
- bb) **The Directorate General of Shipping:** The Indian shipping's prime authority collects, monitors and displays the details of the candidates on the government's official website, in order to validate and share the details of the verified details of candidates, which could be accessed from any part of the world, in the need arises.
- cc) **The Indian Maritime University:** The IMU provides the syllabus for DNS course and examinations are conducted for the same. The candidates undergo these examinations, which are planned and executed by the IMU in total confidentiality. The final results of these examinations are declared for the Deck Cadet Course.
On successful completion of the course by the candidate, the IMU issues a DLP (Distance Learning Program) and final degree in BSc Nautical Science. The IMU also ensures the avoidance of forgery, duplicate issuance of all the documents, for which each candidate is issued with a registered number and password, through which the candidate can apply for his/her exam results and also inquire if there are any academic queries.
- dd) **INDOS Cell:** This department of the DG Shipping, issues an eight (8) digit unique number to each Indian seafarer. Under this number is included the entire data of the candidate including personal information, Certification held and all other courses which the candidate is holding. This information is uploaded on the DG Shipping website and can be accessed from any part of the world.





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The various certificates issued to the candidates can only be uploaded by the issuing authority, hence there is no way that there could be any kind of forgery done regarding the information available.

ee) Government Shipping Masters Office: This office ensures the issue of CDC (Continuous Discharge Certificate) to eligible candidates on submission of relevant documents. The CDC contains the latest 'X-ray' type technological feature which restricts duplicate copy to be furnished.

ff) Board of Examination for Seafarer Trust: The trust insures that correct, fair and transparent procedures are laid down to conduct the final exams of rating and finally declare the results and issue a final passing out certificate.

The entire process of examination is carried out in the following manner:

- | | | |
|------------------------------------------------------------------------|---------------------|----------------------------------------------|
| a) Oral exam (conducted by external examiner as nominated by the BES). | -- do -- | मुख्य प्रतिलिपि
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| b) Practical exam | -- do -- | |
| c) Online exam | -- do -- | |
| d) Written exam | -- do -- | |

In this we ensure that only qualified, trained and mentally and physically fit candidates are sent to the international market for jobs.

gg) Academic Counseling: This department works under the guidance of the DGS and responsible for periodical / nonscheduled surprise inspections and visits, to check and verify proper functioning and adoption of correct procedures.

Internal Factors:

The process of teaching, educating and placement is completed in the below process and the internal parties are as under:

a) Infrastructure:

The complete infrastructure contains the land area, building, hostel, classrooms, library, playground, swimming pool, sick bay.





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Tables, chairs and all other training aids are provided. These items fall under consumables and their value is maintained by assessing their depreciation in the balance sheet.

b) Employees:

The management, faculty, instructors, supporting staff is recruited as per the laid down requirement as per the DGS orders.

To avoid any risk to the career of student's/candidates the faculty is recruited after proper interview, orientation is provided prior to their induction. Faculty is enrolled as permanent or visiting. Their licenses (CoC), CDC and work experience is carefully examined / verified and ensured to comply for enrolment as teaching faculty.

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c) Environment:

To protect the students from any damage / injury to their lives, equipment's, belongings, or of any other kind (if any), the students are not allowed to go out of the premises without permission and a gate pass with time when to return back to the institute. When allowed to proceed for 'shore leave', students are not allowed to go in their plane clothes, hence they are to wear their uniforms as a mandate.

Round the clock security is provided in the campus area, where there is a duty officer and duty warden/instructor available during off hours.

All musters, fall-in, sports, classes attendance is taken and monitored to ensure that there is no breach of security by any student.

The institute ensures that there is 'No Ragging' policy which is adhered to by all course instructors, faculty and any of the staff at any time. In-discipline, like drinking of alcohol or consumption of drugs is strictly prohibited. A 'No alcohol and No drugs', affidavit is taken by the parents, at the time of joining.

Approved By: Chairman:

Signature:





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SRIRAM INSTITUTE OF MARINE STUDIES

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	Sub Section No	6.1.2 (a)
Anti - Ragging and Sexual Harassment Policy	Revision No. Date	01 , 16 th Aug 2016
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Anti - Ragging and Sexual Harassment Policy

The Management of the Institute is extremely serious about Anti - Ragging and Sexual Harassment incidents. It is one of the Institutes quality policy ,any such incident has to be dealt with utmost care, hence a committee is formed under the supervision of Executive Director to deal with such cases and report submitted to Chairman at the earliest for further action.

Committee Members

- 1. Executive Director (Chairman of the committee)
- 2. Head of Institute (Secretary)
- 3. Course Coordinator (Member)
- 4. Discipline In -charge (Member)
- 5. Class leader of respective classes (Member)

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Procedure:

- a) In case any incident of ragging or sexual harassment is reported, immediate action is taken.
- b) The victim is asked to write or narrate the incident, in presence of the Committee Members. Same is taken note of. (if required Video graph of proceeding may be taken in case of serious nature of incident)
- c) The Management then invites the blamed person, and questions him/her for the same.
- d) If proved and agreed as true, a strict disciplinary action is taken against the person in question as per the rule laid down in Quality Policy of Institute.

Approved by: Chairman:





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Risk Assessment

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S. No	Risk Assessed	Severity of Risk	Frequency	RPN	Acceptable /Not Acceptable	Remarks/Action Taken
Students						
1	Overstay on leave (without any valid reason)	5	2	10	Non-acceptable	Fact finding and Fine
2	Overstay on leave (with valid reason)	2	2	4	Acceptable	On Proof Submission
3	Exam	2	2	4	" "	Extra Classes
4	Short Attendance	5	1	5	" "	Not more than 9%
5	Medical Emergencies	4	2	8	" "	On Proof Submission
6	Family Emergencies	3	2	6	" "	On Proof Submission
7.	Sabotage	5	1	5	Non-Acceptable	Termination and Legal Action
8	Submission of False Certificate/Information	5	1	5	Non-Acceptable	With Drawl from Course/ Legal Action
9	Anti-Ragging /Sexual Harassment	6	1	5	Non-Acceptable	With Drawl from Course/ Legal Action



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Employees

1	In-Competency	5	1	5	Acceptable	Show Cause Notice /Counselling
2	In-Discipline	5	2	10	Non-Acceptable	Show Cause Notice /Termination of contract
3	Accidents on Duty	4	1	4	Acceptable	
4	Sabotage	5	1	5	Non-Acceptable	Termination and Legal Action
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Administration

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1	Light Problem	3	2	6	Acceptable	
2	Cleanliness	4	2	8	Acceptable	Show Cause Notice
3	Transportation	2	2	4	Acceptable	
4	Construction	1	1	1	Acceptable	
5	Equipments	3	1	3	Non-Acceptable	Need Immediate Action
6	Galley Hygiene	4	2	3	Non-Acceptable	Show Cause Notice /immediate Action
7	Natural Climates	5	1	5	Acceptable	
8	Training	4	1	4	Acceptable	Show Cause Notice
9	Employment	5	1	5	Acceptable	
10	Sub-contractor	4	1	4	Acceptable	

Approved By: Chairman:

Signature:





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S. No	Description Of Offence	Penal Punishment
1.	Disobey any superior officer ,Management or Faculty	Withdrawal from course
2.	Absent Without Leave(AWL) on approved leave	Fine-Rs 500&warning letter .over three times Withdrawal from Course
3.	Late reporting from Liberty/Night off / Short Leave	Liberty Fine -Rs 500/ Per day Night off Fine -Rs.1000/Per Day Short Leave Fine -Rs 2000/ Per Day
4.	Proceeding Liberty on duty watch day	Fine -Rs 500 and extra duty watch for 15 days
5.	Using Mobile Phone other than Hostel/Ward i.e Class Room/Practical Class	Fine -Rs 5,000/and Breaking of mobile along with SIM card.
6.	Breakage of Institute property usable/building	Cost of item to be charged
7.	Late/Non reporting in Morning PT, Parade, Training classes and duties	Fine -Rs 500/ मुख्य प्रतिलिपि MASTER COPY
8.	Consumption of Alcohol inside campus, reporting drunkard from shore leave/leave/night off etc	Fine - Rs 10,000/
9.	Absconding/ leaving campus/duty without information/permission.	Fine - Rs 5,000/
10.	Involvement in theft cases	Withdrawal from course, Fine-Rs 5,000/ & no refund of security deposit.
11.	Quarreling with other trainees	Fine -Rs 1,000/ & written warning
12	Copying, malpractice or using foul method during internal examinations.	Written warning, Bar to attend final exam.
13.	Ragging in any form or intension of ragging/ sexual harassment.	Permanent withdrawal from course without any prior intimation/ legal action.
14.	Smoking ,keeping smoking material / Drug or contraband items.	Fine -2,000/ warning, permanent withdrawal if repeated.
15.	Involvement in any type/kind of form encourage or intention of forming mutiny, agitation or strike in campus.	Withdrawal from course, Fine-Rs 5,000/ & no refund of security deposit.
16.	Wearing dirty or filthy uniform or improper dress including foot wear in class/mess room/administrative	Fine -Rs 500/ written warning



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	area, during sports and morning PT time	
17.	Using/sharing toilet/bathroom/WCs other than allotted	Fine -Rs 3,000/Night duties/middle watch for 7 days
18.	In of any electrical appliances in hostel (other than the item approved and issued by the institute) by any means	Fine -5,000/ per trainee/offender
9.	Misuse/abuse/unattended running of electrical appliances in any ward/class rooms etc	Mass Fine -@ INR 1,000/ per users/custodian
20.	Non attending of scheduled class examination by any reason without permission.	Fine -Rs 2,000/per exam/per test

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Reviewed & Approved By: Chairman

Signature:



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Quality Manual	Sub Section No	6.2.1
	Ref. ISO 9001 clause	6.2
Quality objectives and planning to achieve them	Revision No.	03
Page 1 of 1		

OBJECTIVE OF THE YEAR

- 1) To prepare the Deck Cadets, GP rating and other allied course related to the Deck department, as per the syllabus laid down by the Indian Maritime Administration.
- 2) To score maximum high grades (Grade 'A') in the all India Exit examination for the Seafarers Trust, Mumbai, in the GP ratings course.
- 3) Aim for 100% pass in the DNS Cadet course exam conducted by the Indian Maritime University, Chennai.
- 4) 0% accidents in our institute, is the main objective.
- 5) Achieve 'A' Grade in the Comprehensive Inspection Plan.
- 6) To cultivate the Safe Working Practices, quick response to emergencies and avoidance of risk when on deck.
- 7) 0% complaints of Students/Parents.
- 8) Creating a great culture and atmosphere within the institute.
- 9) To have a great and a long-time relation with all of the students who have been to the Institute, no matter how brief our association has been with them.
- 10) To have all our Courses full at all times and students requesting us to increase our strength.
- 11) To have such a reputation in the Marine Industry that people don't stop praising the Institute and even vouch for it and would like to at least visit once, even if not do a course.
- 12) To be the BEST Marine Institute.

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LIST OF FILES AND RECORDS TO BE MAINTAINED:

S. No.	Name of File / Record	File / Record No.	Retention Period
	QUALITY MANAGEMENT SYSTEM	SIMS/QMS	
1	INTERNAL AUDITS / REPORTS	SIMS/QMS/01	3 YEARS
2	EXTERNAL AUDITS / REPORTS	SIMS/QMS/02	3 YEARS
3	NON - CONFORMANCE	SIMS/QMS/03	3 YEARS
4	NON - CONFORMANCE CONTROL CORRECTIVE / PREVENTIVE ACTION	SIMS/QMS/04	3 YEARS
	MANAGEMENT	SIMS/MAN	
5	DOCUMENTS DISTRIBUTION RECORD	SIMS/MAN/01	3 YEARS
6	MASTER LIST OF RECORDS	SIMS/MAN/01	3 YEARS
7	CERTIFICATES FILE	SIMS/MAN/01	3 YEARS
8	MANAGEMENT REVIEW MEETINGS	SIMS/MAN/02	3 YEARS
9	FOLLOW UPS AND ACTIONS	SIMS/MAN/02	3 YEARS
10	CHAIRMAN'S CIRCULARS	SIMS/MAN/03	3 YEARS
11	DEFECTS LIST	SIMS/MAN/04	3 YEARS
	OFFICE WORK	SIMS/OFF	
12	COURSE BOOKINGS / ADMISSIONS	SIMS/OFF/01	3 YEARS
13	STAFF ATTENDANCE	SIMS/OFF/02	3 YEARS
14	CANDIDATES ATTENDANCE	SIMS/OFF/03	3 YEARS
14	CERTIFICATES ISSUED	SIMS/OFF/04	3 YEARS
15	CDC ISSUED	SIMS/OFF/05	3 YEARS
16	RESULT OF CANDIDATES	SIMS/OFF/06	3 YEARS
17	TRAINING SCHEDULES	SIMS/OFF/07	3 YEARS
18	TRAINING PROGRAMS	SIMS/OFF/08	3 YEARS
19	LESSON PLANS	SIMS/OFF/09	3 YEARS
20	CORRESPONDANCE WITH DG SHIPPING / INDIAN MARITIME UNIVERSITY	SIMS/OFF/10	3 YEARS
21	CORRESPONDANCE WITH OTHER AUTHORITIES	SIMS/OFF/11	3 YEARS

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22	PERMANENT STAFF ATTENDANCE	SIMS/OFF/12	3 YEARS
23	VISITING STAFF ATTENDANCE	SIMS/OFF/13	3 YEARS
24	DAILY LOG / WORK	SIMS/OFF/14	3 YEARS
25	PERMANANT STAFF CONTRACTS	SIMS/OFF/15	3 YEARS
26	VISITING FACULTY CONTRACTS	SIMS/OFF/16	3 YEARS
27	LEAVE - STAFF & FACULTY	SIMS/OFF/17	3 YEARS
28	FEEDBACK FORMS	SIMS/OFF/18	3 YEARS
29	DISCIPLINARY ACTION REPORTS	SIMS/OFF/19	3 YEARS
30	STAFF GREVIANCES	SIMS/OFF/20	3 YEARS
31	STUDENTS GREVIANCES	SIMS/OFF/21	3 YEARS
32	INCREMENTS & BONUS	SIMS/OFF/22	3 YEARS
33	STAFF WELFARE	SIMS/OFF/23	3 YEARS
34	STUDENTS WELFARE	SIMS/OFF/24	3 YEARS
35	REQUISITIONS	SIMS/OFF/25	3 YEARS
36	INVENTORY	SIMS/OFF/26	3 YEARS
37	WORK ORDERS	SIMS/OFF/27	3 YEARS
	TRAINING	SIMS/TRG	
38	DAILY COURSES CONDUCTED	SIMS/TRG/01	3 YEARS
39	TRAINING PROGRAMS FOR ALL COURSES	SIMS/TRG/02	3 YEARS
40	STUDENTS ATTENDANCE	SIMS/TRG/03	3 YEARS
41	PRACTICAL TRAINING DETAILS	SIMS/TRG/04	3 YEARS
42	EVALUATION OF STUDENTS	SIMS/TRG/05	3 YEARS
43	EXAMINATION RESULTS	SIMS/TRG/06	3 YEARS
44	FEEDBACK OF STUDENTS	SIMS/TRG/07	3 YEARS
45	PRE-SEA STUDENTS EVALUATIONS	SIMS/TRG/08	3 YEARS
	CATERING	SIMS/CAT	
46	INVENTORY	SIMS/CAT/01	3 YEARS
47	REQUISITION	SIMS/CAT/02	3 YEARS
48	DEFECTS	SIMS/CAT/03	3 YEARS
49	MAINTAINANCE	SIMS/CAT/04	3 YEARS
	INSTITUTES FACILITIES	SIMS/INS	
50	INFRASTRUCTURE	SIMS/INS/01	3 YEARS
51	CADETS HOSTEL	SIMS/INS/02	3 YEARS
52	GP RATINGS HOSTEL	SIMS/INS/03	3 YEARS
53	CLASS ROOMS	SIMS/INS/04	3 YEARS

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54	LIBRARY	SIMS/INS/05	3 YEARS
55	SPORTS GROUNDS / INDOOR GAMES	SIMS/INS/06	3 YEARS
56	SWIMMING POOL	SIMS/INS/07	3 YEARS
57	AUDITORIUM	SIMS/INS/08	3 YEARS
MAINTAINNACE / REPAIR			SIMS/RIP
58	DEFECTS LIST	SIMS/RIP/01	3 YEARS
59	GENERATOR LOG	SIMS/RIP/02	3 YEARS
60	RO SYSTEM	SIMS/RIP/03	3 YEARS
61	SANITATION	SIMS/RIP/04	3 YEARS
62	AIR CONDITIONERS / HEATERS	SIMS/RIP/05	3 YEARS
REQUISITION / PURCHASE ORDER			SIMS/REQ
63	PENDING REQUISITIONS	SIMS/REQ/01	3 YEARS
64	SUPPLIED REQUISITIONS (FULL/PARTIAL)	SIMS/REQ/02	3 YEARS
65	PURCHASE ORDERS	SIMS/REQ/03	3 YEARS
ACCOUNTS			SIMS/ACC/
66	CASH TRANSACTIONS, IN/OUT	SIMS/ACC/01	3 YEARS
67	CHEQUE TRANSACTIONS, IN/OUT	SIMS/ACC/02	3 YEARS
68	ON-LINE TRANSACTIONS, IN/OUT	SIMS/ACC/03	3 YEARS
69	STAFF SALARY	SIMS/ACC/04	3 YEARS
LIBRARY			SIMS/LIB
70	INVENTORY	SIMS/LIB/01	3 YEARS
71	BOOKS ISSUED	SIMS/LIB/02	3 YEARS
72	BOOKS ORDERED / RECEIVED	SIMS/LIB/03	3 YEARS
73	DEFECT LIST	SIMS/LIB/04	3 YEARS
INVENTORY			SIMS/INV
74	ALL DEPARTMENTS INVENTORY'S	SIMS/INV/01	3 YEARS
HOUSEKEEPING			SIMS/HOU
75	DAILY HOUSE KEEPING RECORDS FOR ALL AREAS	SIMS/HOU/01	3 YEARS
76	DEFECTS LIST	SIM/HOU/02	3 YEARS
77	REQUISITION	SIM/HOU/03	3 YEARS
78	INVENTORY	SIM/HOU/04	3 YEARS
MEDICAL			SIMS/MED
79	INVENTORY	SIMS/MED/01	3 YEARS
80	REQUISITION	SIMS/MED/02	3 YEARS

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81	MEDICAL TREATMENTS	SIMS/MED/03	3 YEARS
82	REPORTS	SIMS/MED/04	3 YEARS
83	MEDICINES ISSUED	SIMS/MED/05	3 YEARS
84	DOCTOR VISITS / REPORTS	SIMS/MED/06	3 YEARS
GREVIENICES AND DISCIPLINE		SIMS/DIS	
85	DAILY LOG	SIMS/DIS/01	3 YEARS
86	DISCIPLINE CASES / EVENTS	SIMS/DIS/02	3 YEARS
87	GREVIENCE CASES / EVENTS	SIMS/DIS/03	3 YEARS

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SRI RAM INSTITUTE OF MARINE STUDIES

Quality Manual	. ISO 9001 clause	6
	Sub Section No	6.2.1 / 6.2.2
Quality Objectives and Planning to Achieve	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
	Page 1 of 2	

Provision of Resources:

The management is determined, to providing human resources and all other facilities required. To provide training contents, utilities and by creating a great work environment for implementing, maintaining and improving the effectiveness of the quality management system, in turn enhancing the effectiveness of the goal and have greater customer satisfaction by eventually meeting their requirements.

Human Resources:

General:

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The management ensures that each and all who are enrolled in the Institute and who are part of the team of the Institute are well qualified and dedicated towards the goal, that the education imparted to the students is of high value and that there is no lapse in imparting the same.

The management ensures that there are no adversities and each and every one, as part of the Institute is trusted and treated well.

The Institutes staff is handpicked, and its ensured that that they are well qualified and talented in their respective fields. The faculty onboard is Certified and highly dedicated to achieve the best for the students. They spend extra time and energy to make sure that they have done justice to their goals.

Competence, awareness and teaching:

- 1) The management has determined a qualification criteria based on education training, skill and experience for various functions and levels in the organization.
- 2) The management along with all functional heads review the status, once in every six (6) months and ensure that all departments are carrying out their duties as defined and expected.
- 3) If and when it is understood that one particular staff is under performing, he/she is counselled and its tried to be understood as to why he/she is not





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carrying out the job as expected. Suitable steps are jointly decided and taken by the management, and steps required are initiated. Records for the same are kept as required.

- 4) The management ensures that each staff is aware of their duties and are carrying out their duties as required by the Institute. It is expected that they understand their relevance and importance of the activities carried out and how it contributes to the achievement of quality objectives.
- 5) All new joiners are given induction training, which includes having a understanding of the quality manual, their job and the managements expectation.
- 6) Regular meetings and in-house trainings are carried out among the staff members and their views are noted and discussed. All new information circulated by the DG shipping, are highlighted and incorporated in the system with immediate effect.

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Criteria to ensure that process of imparting training is effective:

Effectiveness of operations and control on process is reviewed through periodical internal audits, carried out by consultants/internal auditor.

Training is strictly carried out as per the lesson plan for the particular subject.

All effective means of teaching and learning are incorporated while the sessions, like by videos, case studies, personal experiences, practical, interactive exercises, Information derived from the Internet and compiled subject matter.

- a) Competent, Certified and Experienced personnel are selected for carrying out an effective quality education.
- b) Personnel are well aware of their role for effective implementation of the standards.
- c) It is ensured that the training imparted is effective, by taking tests and examinations on a regular interval and at the time of completion.

Records:

Doc. No.	Title	Location	Retention Period
SIMS/MAN/6	Qualification Criteria for employees	Office	Latest
SIMS/MAN/6	Training	Office	1 Year
SIMS/MAN/6	Instructor Evaluation	Office	1 Year
SIMS/MAN/6	Special Orders	Office	1 year

Approved By: Chairman:

Signature:





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SRI RAM INSTITUTE OF MARINE STUDIES

Quality Manual	ISO 9001 clause	6
	. Sub Section No	6.3
Planning of Changes	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
	Page 1 of 2	

Quality Management system planning:

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This QM and its associated documents define how the requirement of quality for the education provided by the company is met. Top management ensures that planning is carried out in order to meet the requirements identified in sub section 4.1 as well as for the achievement of quality objectives and the relevant functions and levels within the company.

Planning includes identifying activities necessary to deliver the education and / or services, necessary resources, verification activities (such as inspections, reviews and audits), criteria for acceptability of education and process, corrective actions and continual improvement in education and processes.

Top management ensures that planning is not just restricted to education and / or service provided and achievement of objectives, but also to bring in a change in the organization and the quality of the managed system. It is ensured that changes are planned to maintain

Integrity of the system and to prevent / minimize the risk of adverse effects on quality of education.

Resources

Well-equipped classrooms, Laboratories, workshops etc. with well experienced teaching staff who are the assets of our institute. The classrooms are equipped with



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Projectors and associated fittings. Also, the classrooms have models; photos and posters to give the students a real feel and understanding.

ACs are installed for summers. The labs are also well equipped as per the norms and directives of the DG Shipping and University. The trainees are able to meet the course objectives on completion of their courses. These cadets and GP Ratings are able to carry out welding, cutting, small electrical and plumbing repairs. The cadets are given special training on steering simulators, chart work and hydraulic and pneumatic assignments.

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Signature:



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Ref.	ISO-QMS	Sriram Institute internal Notice	Clause	5.2 7
Page	03	Subject – Formation of Academic Committee for selection /appointment of faculty/Instructors and staff	File No	SIMS/ADM/15
Approved by	Executive Director	QMS Notice : No 15/2017	Date	17.10.2017

The institute has been importing effective maritime education and training to its students and also provide slots to passed out students for onboard sea time. The selection of faculty and instructors has always been done on the merits as laid down in the very best guidelines of the DG Shipping and orders in force. This is pointed out during the visit of the DG Officer in the institute on the 7th of October 2017 to constitute an academic committee and to laid down procedure for the selection/appointment of the faculty and to included in the Quality Management System Manual of the institute. The issue discussed among the officer and undersigned decided to form a Academic Committee for the purpose. The scope and function of the committee are as under:

The Selection Committee for the selection of faculty, instructor and staff, Institute shall have the following composition.

- a) The Chairman shall be the Chairperson of the Selection Committee. Chairman may delegate power to Executive Director to chair the selection Committee Meetings etc.
- b) An academician or Master Mariner/Marine Engineering Officer normally the Dept. HODs as nominated by the Chair person.
- c) One expert in the concerned subject nominated by the Chairman,
- d) Head of the Institute, wherever applicable
- e) An academician representing SC/ST/OBC/Minority/Woman/Differently- as disabled categories if nominated by the Chairman.
- f) The Head of the institute, while the office of the Chairman and Executive Director is vacant, he can nominate teacher for the purpose, shall be the ex-officio officer of the selection committee

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At least 04 members, including Chairman, Executive Director, Head of the Institute and one Outside subject experts shall constitute the quorum.



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2. Selection committee shall assess the following dimensions with the weightings given below:

	Pre Sea & Competency	Post Sea & Modular STCW	Instructors/Demonstrator	Admin Staff
Minimum expected Score	As Eligibility criteria as laid down in the DGS guidelines.	As Eligibility criteria as laid down in the DGS Guidelines.	As Eligibility criteria as laid down in the DGS guidelines.	As Eligibility to provide the machine/Equipment and general etiquette
Selection Committee Criteria/Weightings (Total Weightages = 100).	<ul style="list-style-type: none"> a) Meets the requirements as laid down in the DGS Guidelines orders b) Academic Record and Research Performance (50%) c) Assessment of Domain Knowledge and Technical Skills (30%) d) Interview performance (20%) <p>मुख्य प्रतिलिपि MASTER COPY</p>	<ul style="list-style-type: none"> (a) Meets the requirements as laid down in the DGS Guidelines orders (b) Academic Background (20%) (c) Research performance based quality of publications (40%) (d) Assessment of Domain Knowledge and Technical Skills (20%) (e) Interview Performance (20%) 	<ul style="list-style-type: none"> (f) Academic background (20%) (g) Research performance based on API score and quality publications (40%) (h) Assessment of domain Knowledge and Teaching skills (20%) (i) Interview Performance (20%) 	<ul style="list-style-type: none"> (A) General knowledge/behavior (40%) (B) Degree/Diploma in the field (30%) (C) Performance/Experience (30%) (D) Turn out punctuality, origin (in case no degree/diploma held) (30%)

- j. The institute shall issue to each member a Notice, not less than 03 days before the meeting, stating the time and venue of the meeting, Meeting of the selection Committee shall be fixed after prior consultation with, and subject to the convenience of the Chairman
- k. No recommendations should be made with a condition attached to the concurrence of the future events.
- l. The selections committee, after considering a candidate for the post of faculty, may, if it is of the opinion that he or she will be suitable choice for the next lower post, can make such recommendation, if any candidate is recommended by the selection committee for appointment in relaxation of any of the prescribed conditions relating to qualifications,

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Age, experience etc, it shall be so stated and recorded.

- m. When the selection committee considers it fit to recommend a higher initial pay or advance increments to be offered to a selected candidate, it shall be as per the perks and privileges as mentioned in the appointment letter of individual.

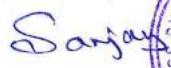
Manjeet Lochav
Chairman
Sriram Institute of Marine Studies

MANJEET LOCHAV
CHAIRMAN

Copy to: The Executive Director
The Head of Institute

ED's Rec

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SRIRAM INSTITUTE OF MARINE STUDIES

Quality Manual	ISO 9001 clause	7
	Sub Section No	7.1.1
General	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
Page 1 of 2		

PRACTICAL TRAINING

The institute recruits' faculty & Instructors purely as per directives & guidelines as laid down by Indian Maritime Administration. Prime Objective of ours is to ensure recruitment of competent person holding CoCs and experience in teaching. It is mandatory for every staff recruited to meet the minimum standards as mentioned in the respective course guidelines issued by the DGS Office. To ensure the correct performance, find descriptencies, area of improvement, teacher are assessed from time to time (once in a quarter) on delivery & knowledge on the subject by the Head of Institute or his deputy. The institute logs the records of evaluation/assessment termed as 'Evaluation Sheet for Faculty & Instructors'. Objectives areas under:

THEORY

Cover the syllabus of a course within prescribed period as per guidelines

- Faculty prepared his lecture on the subject, plotted in the course time table/training Programme,
- All staff faculty given a specific syllabus and subject to teach
- Faculty has the lesson Plan, relevant teaching aids, CD's, Videos to cover the syllabus,
- To ensure subject is covered as per time table,
- Trainer is capable to conduct the class in a well-organized, Planned & in a Disciplined manner meeting the needs of the students,
- To improve the present standard by advising him on the grey areas.

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PRACTICAL

- Students are divided into groups each group not having more than 8 candidates for practical class.
- Students to carry their practical book during their practical class, same is endorsed by Instructor conducting class.
- Instructors are given Diary so that each period of practical is entered in that diary, same can be verified by training program.
- Instructors carry their lesson plan, relevant training aids required for practical.
- Practical classes are monitored by Executive Director, Head of Institute and course-in-charges time to time.

Monitoring:

Faculty conducting class (s) shall responsible to maintain discipline, proper seating plan and attendance of students. Faculty to monitor following during conduct of classes:

- All students in class and same displayed on white board,
- All relevant training aids used by faculty be kept in the class,
- He is to proceed/conduct class as per lesson plan provided to him.

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- Short leave/interval etc. not permitted.
- Class timings be maintained strictly

Evaluation of faculty and instructors:

The Head of Institute is responsible to evaluate every faculty and instructor minimum once in every 03 months on the performance. A format is designed to record the performance and to take action/encourage faculty on the grey area if any.

Reporting:

On completion of assessment, evaluating officer to complete assessment sheet/proforma. He is to endorse the same with his recommendations. In addition to this he is to advise the faculty accordingly and take his initials on the report.

The assessment sheet is submitted to ED's office.

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Approved by:-

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Quality Manual	ISO 9001 clause	7
	Sub Section No	7.1.2
Induction of Faculty	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
	Page 1 of 2	

Eligibility Criteria - Faculty Recruitment

The Directorate General Shipping issues guidelines to conduct course through Training circulars for every approved course/approval sought. The requirement of Pre Sea and Modular courses are as under:

Pre Sea DNS Course:

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- 1) Qualification and Experience Of course In Charge:
Certificate of competency, issued or reorganized by the Government of India, as Master of a foreign Going vessel.
and
At least Five (5) years' of Sea Service on Merchant Ships including at least One year in the rank of Master/Chief Engineer.
and
At least One-year experience as faculty (Full time) in Pre-Sea/Competency Courses.
- 2) Qualification and Experience of Faculty Members:
Certificate of competency, issued or reorganized by the Government of India, as Master of a Foreign going ship (for Nautical Subjects) or MEO class I (for Engineering Subjects).
At least Five (5) years of Sea service on a Merchant Ships, including at least One (1) year as Master or Chief Engineer Level.
- 3) Qualifications and Experience of Faculty Members (Academic Subjects):
Academic faculty, if employed, should possess at least a bachelor's degree in the subject intended to teach.

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4) Qualification and Experience of an Instructor:

- a) He should have held a rank not lower than a Petty Officer in the Indian Navy or as a Boson on a Merchant Ship.
- b) Physical training instructor should have PTI qualification.
- c) Ex-Navy instructor for Seamanship should have Seamanship Instructors qualifications.
- d) For Machine workshop, Fitters who have at least Five (5) years of sea experience on Merchant Ships or Ex-Navy instructors with qualification as a Mechanic.
- e) Instructors for skills, such as Carpentry, Plumbing and Machine and Electrical repairs, should possess appropriate trade certificate from ITI or equivalent acceptable to DGS.
- f) Instructors for carpentry and plumbing maybe persons who have Five (5) years of sea service on Merchant Ships as Petty Officer (maintenance).
- g) Instructors for electrical workshop, maybe person who has experience on Merchant Ships for One (1) year as Electrical Officer and who is Ex-Navy with Five (5) years of experience as an Electrician/Wireman.
- h) Instructors who are already in employment in a DG approved Pre-Sea training institute for Three (3) years or more on the date, these guidelines become applicable. He may continue to teach the same subjects/topics, even if he may not possess the above qualifications.

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5) Vertical Integration Course for Trainers (VICT) :

All Faculty members and Instructors must have undergone an appropriate approved training course. (Vertical Integration Course for Trainers (VICT) for Faculty and Instructors.

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Quality Manual	ISO 9001 clause	7
	Sub Section No	7.1.6
Organizational Knowledge	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
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SIMS library, Standard Operating Procedures:

SIMS library is a property of SRIRAM INSTITUTE OF MARINE STUDIES and developed for the interest of students, requirements for teaching faculty and the welfare of all members having interest with the institution. The SIMS library is equipped with several types of books, magazines and newspapers. It includes but is not limited to Marine studies, engineering, science, computers, management, English and other miscellaneous subjects.

The library is fitted with number of computers with Internet facilities for the use by students and faculties for latest information available on the net.

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1) Inventory Management:

A complete inventory of all the library books is to be made and every individual book is allotted with a particular number and clearly marked.

The book shelves/Sub shelves are also to be numbered and clearly marked.

The soft copy of the inventory is to be maintained in library computer and back up maintained. Hard copy of the same to be maintained on the Inventory form (.....) in the Annexure B of this manual. Any amendment with ink pen on the master copy is not recommended and if felt necessary, should be done on its copy in a separate file.

IS

2) Library timings:

All the institutes staff, faculty, instructors, students are authorized access to the library, and any other person having interest with the SRIRAM Institute of Marine Studies, could be allowed with a temporary entry pass. Entry of visitors who are not authorized by the institute, are restricted.



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The standard library timing is:

09:30hrs - 12:30hrs

20:00hrs - 22:00hrs

Any person visiting the SIMS library must make an entry in the library visitors book with name/rank, time in/out and purpose of visit.

During library visit, visitors are requested to maintain pin drop silence and keep their mobile phone on silent/vibration mode. If in case there is an incoming call, they are expected to step outside the library for conversation over the phone.

Any negligence observed will be taken seriously, by first a verbal warning and if repeated, will be asked to leave. Any successive observance of non-follow of library rules, will result in an entry ban to the library.

3) Issuance of Library books:

The issuance of books from the SIMS library is allowed only to permanent staff, faculty, instructors and students of the institute. The same is not applicable for visiting staff and or faculty.

All the above mentioned as allowed, will be issued a library card for their use.

Upon issue of a book an entry (with Name/Rank/Date) to this effect shall be made in the card as well as in the library issue register. Upon returning the book, an entry will be completed with the Date of return.

Each SIMS library student member will be allowed to lend one (1) book at a time, and each staff or faculty library member will be allowed to lend three(3) books at a time.

4) Books procurements proposal and receipt of order:

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As per DG Shipping guidelines for DNS and GP rating course module and for all sea related courses and all other books/magazines according to members interest, as standard list of books has been developed. Any short fall or new edition of these books are proposed to the administration by requesting the same by filling up the requisition form (—) found in annexure 2. The academic (DGH approved) are received at first opportunity and other books procurements are made according to available resources.

Upon receipt of the books inventory is updated in the prescribed form (—), new books are placed in the designated locations and expired publications are removed and disposed.

Approved By: Chairman:

Signature:





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Quality Manual	ISO 9001 clause	7
	Sub Section No	7.1.5.1
Measurement Analysis and improvement General	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
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The Organization has planned implementing the monitoring and measuring analysis and the improvement needed.

- 1) To demonstrate conformity of education (Ref. Section 8.2.3/8.2.3.1).
- 2) Records ensures and demonstrates the conformity of the quality management system. (Ref. Section 8.2).
- 3) To continually improve the effectiveness of the QMS (Ref. 10.1)

Quality Imperatives are:

- 1) *Process has no meaning, if you do not keep records.*
- 2) *Record has no meaning, if you do not analyze them.*
- 3) *Analysis has no meaning, if you do not act on them.*

This particular requirement of ISO 9001 - 2015 deals with the 2nd and the 3rd imperatives of quality.

Process performance, monitoring are identified and used for analysis and initiation of action for improvement.

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Approved By: Chairman:

Signature:





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Quality Manual	ISO 9001 clause	7
	Sub Section No	7.2
Competence	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
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The objective of the class room and practical training is to ensure that a student can pass his final exam and at the same be able to carry out his work in the prescribed manner, and identify things and equipment's when onboard ship.

The students are assessed by the concerned university and board to declare him Pass or Fail. However, the institute has the following procedures to analyze the students' performance by the course in-charge of the course.

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Pre-Sea Courses:

The institute conducts the unit/review midterm and internal assessment to check and take necessary action for improvement by all course students.

Maintaining Results:

A result register for Internal exams are kept and maintained. The results are prepared and displayed on main notice board. A copy of the same is pasted in the above register, duly signed by the Institutes administration.

Intimation to Parents/Family:

The overall progress and results of the student are intimated to the parents/family through SMS on their provided mobile numbers. In case of a very poor performance of any student, hard copies of their result as well as a letter issued from the institute is send to the parents/family via registered post, to request them to visit the institute and meet the administration regarding their kids progress. If need be extra classes are given to the student, so that he has a chance to improve and perform better.

STCW-2010 Courses:

As per the STCW-2010 modules and order in force, the STCW-2010 course participants do not need produce any pre-academic qualification to attend the course.



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	Sub Section No	7.1.3,7.1.4
Infrastructures	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
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Infrastructure:

The company has determined, provided and maintained the infrastructure needed to achieve conformity to education requirements following infrastructure is being provided to ensure education conformity.

SRIRAM INSTITUTE OF MARINE STUDIES Is situated at Dwarka New Delhi. The Institute has an area of around 10 acres. The Institute is equipped with in-house and measuring facilities for ensuring quality education and to confirm to specified specification.

All the relevant monitoring and checking are provided to ensure correct raw students at incoming, in- process and final stage of education realization.

The Institute has established following documented procedure for the maintenance of the students and their learning process.

Preventive Maintenance	Responsibility
Prepare list of machines and utilities and identify them	HOD Engg
Prepare annual preventive maintenance schedule for the year for key for key process machinery required for education and utilities & record in preventive machine maintenance sheet SIMS/RIP/02 while preparing schedule keep following in mind	Do
Carryout the maintenance as per schedule & record the date of maintenance with details of spare parts in the preventive machine sheet.	Do
Review the preventive maintenance schedule & checkpoints based on the frequency & nature of actual breakdowns to ensure or new machine added.	Do





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Breakdown maintenance	
Arrange personnel or attend to the breakdown as early as possible	Do
Complete the repair work up to the satisfaction of user and record in machine maintenance register the action taken spare parts changed if any against the break down complaint	Do

Criteria to ensure that maintenance processes are effective

NCSS
Effective operation and control on process will be reviewed through periodic internal audits by consultant/internal auditor. In addition to this administration will get it informally reviewed and monitored:

- a) Preventive maintenance is carried out as per the preventive maintenance schedule (PMS)
- b) Decrease in the No's of breakdowns.
- c) Ensure that breakdown time is under control.

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Doc. No	Title	Location	Disposal authority	Disposal authority
SIMS/RIP/01	List of machinery	Workshop	Forever	MR
SIMS/RIP/02	Preventive machine Maintenance sheet	Workshop	2 year	MR
SIMS/RIP/03	Maintenance register	Workshop	1 year	MR

Records:

Work Environment:

Well-furnished office and classrooms with associated communication facilities enables personnel ~~to~~ give full efficiency. Workshops and hostel is well developed with all the facilities to provide comfortable atmosphere.

Fire extinguishers are installed at appropriate places for uses in emergency fire situations.

*KCPL
Fire Hydrant plants with stock and
nozzle available at every floor.*

Approved By: Chairman:

Page 2 of 2 Signature:





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Quality Manual	ISO 9001 clause Sub Section No Revision No. Date	7 7.1.5.1(a) 01,10 th Jan 2013
Monitoring and Measuring Recourses	Revision No. Date	02, 16 th Aug 2016
Page 1 of 3		

Faculty and Staff:

Staff selection is done if they comply with DGS guidelines and as per their experience

to obtain higher results/grade in final exams. Young, energetic and dynamic people are preferred so that they are able to relate to the students and guide them with newer ideas and newer and latest understanding

Eligibility Criteria – Faculty Recruitment

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1) Qualification and Experience Of course In Charge:

Certificate of competency, issued or reorganized by the Government of India, as Master/ or MEO class I of a Foreign going vessels.

And

At least Five (5) years' of Sea service on Merchant Ships including at least One (1) year in the rank of Master/Chief Engineer.

And

At least One (1) year experience as faculty (Full time) in Pre-Sea/Competency Courses.



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2) Qualification and Experience of Faculty Members:

Certificate of competency, issued or reorganized by the Government of India, as Master of a Foreign going ship (for Nautical Subjects) or MEO class I (for Engineering Subjects).

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And

At least Five (5) years of Sea service on a Merchant Ships, including at least One (1) year as Master or Chief Engineer Level.

3) Qualifications and Experience of Faculty Members (Academic Subjects):

Academic faculty, if employed, should possess at least a bachelor's degree in the subject intended to teach.

4) Qualification and Experience of an Instructor:

- a) He should have held a rank not lower than a Petty Officer in the Indian Navy or as a Bosun on a Merchant Ship.
- b) Physical training instructor, should have PTI qualification.
- c) Ex-Navy instructor for Seamanship, should have Seamanship Instructors qualifications.
- d) For Machine workshop, Fitters who have at least Five (5) years of sea experience on Merchant Ships or Ex-Navy instructors with qualification as a Mechanic.
- e) Instructors for skills, such as Carpentry, Plumbing and Machine and Electrical repairs, should possess appropriate trade certificate from ITI or equivalent acceptable to DGS.
- f) Instructors for carpentry and plumbing maybe persons who have Five (5) years of sea service on Merchant Ships as Petty Officer (maintainance).
- g) Instructors for electrical workshop, maybe person who has experience on Merchant Ships for One (1) year as Electrical Officer and who is Ex-Navy with Five (5) years of experience as an Electrician/Wireman.
- h) Instructors who are already in employment in a DG approved Pre-Sea training institute for Three (3) years or more on the date, these guidelines



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become applicable. He may continue to teach the same subjects/topics, even if he may not possess the above qualifications.

5) Training of Trainers Course:

All Faculty members and Instructors must have undergone an appropriate approved training course. (Vertical Integration Course for Trainers) Duration 02 Weeks.

Monitoring:

All the classes are equipped with the latest teaching equipment's i.e. projectors for power point presentations and for videos.

Lesson plan, training program, instructor's logs are reviewed on a monthly basis.

Engineering lab equipment's are in the respective labs, only for training purpose, hence calibration for these equipment's are not required.

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Reviewed & Approved By: Chairman

Signature:



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Quality Manual	ISO 9001 clause	7
	Sub Section No	7.3
Awareness	Revision No. Date	01 ,06 th July 2020
Page 1 of 2		

The Organization has planned implementing the Latest developments/amendments needed for the improvement needed.

The objective of the Institute is that all faculty and Instructors involved in imparting/deliver classroom/practical training to course participants of this institute. We take pride to ensure that every member of this institute to remain updated on latest developments proposed/ordered by the administration. The updated time to time for the latest developments/Amendments in the syllabus which is to be covered for Pre sea and STCW candidates, in view of this Institute carry out training session for all the faculty and Instructors on monthly basis. Training session for the Faculty and Instructors are conducted by the qualified Faculty in the presence of Executive Director and same is recorded.

In the case of any order/circular issued by the Directorate General of Shipping related to MTI are shared and discussed with the faculty/instructors by the Executive Director so that same is implemented at the earliest by the MTI. Also the following medium are used to create awareness among the staff:

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SNo	Description	Distribution	Area
a	Main Broadcast	Classrooms/mess/dining hall	Day/Non silence hour
b	E-mails	To all concerned persons	Always
c	Whats up group	Grouped courses wise	All, Notice
d	Notice/circulars	Main Notice board	On issuing

Sriram Institute is determined to implement any changes/amendments related to training so that all the staff is aware of the developments in conducting training for the Candidates.

Approved By: Chairman:

Signature:

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In case any participant is unable to read or write or understand English, he can be examined orally and if able to pass the exam, he can be declared as Pass.

Remedial action:

In case of any trainee performs low in any internal examination, the HOD's are to prepare a list and arrange to carry out specific training for them. A log books is maintained for such training imparted to them during extra classes. A merit list in descending order is prepared and all students with least performance are marked and specifically trained.

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Approved By: Chairman:

Signature:





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Quality Manual	ISO 9001 clause	7
	Sub Section No	7.4
Internal Communication	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
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Internal Communication:

The institute has a system to communicate all programs related to training, welfare and directives from management, as per orders from various authorities and promulgate the same accordingly thereafter.

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Objective:

- a) To keep the staff updated with all latest information as promulgated by the Government,
- b) To maintain daily routine / training program as per the directed guidelines.
- c) Issuing and execution of orders, whether as per internal or external requirement, related to infrastructure facilities, training aids, discipline etc. in order.

Procedures:

The senior management issues circulars, notices and temporary memorandums stating objectives and directions expected by all. The circulars are written down on a 'Circulars Register' from the Chairman's office and read, understood and acknowledged by all concerned. The memos/notices are displayed on the main notice board for information and execution.

- a) **Public Address System:** The institute has a public address system fitted all across the building, same is used for urgent orders and which require immediate action – **Priority: Immediate.**
- b) **Circulars:** Circulars coming from the Chairman's desk, related to changes and issues which they consider as important and situational appropriate are





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circulated around and acknowledged by all - **Priority: Very Important and urgent.**

- c) **Notices:** The notices related to leave, duties and amendments are circulated among staff by issuing notices - **Priority: Normal**
- d) **Temporary Memorandums:** Any action, which needs a highly disciplined, arranged action. Where a great care of man and material is required, where order and result is desired, the temporary memorandums are issued. These memos include the action to be taken by each individual, who so ever is concerned to carry out the task - **Priority: Normal**
- e) **Electronic Medium:** Internal email system is followed and in use, and the entire staff has accessibility to the internet, with Wi-Fi facility and computer stations available where they could access the same - **Priority: Normal**
- f) **Library:** Daily newspapers, magazines and journals are available in the library for the use of staff. Library timings are maintained from 0930hrs - 2200hrs.

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Approved By: Chairman:

Signature:





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Quality Manual	ISO 9001 clause	7
	Sub Section No	7.4 (a)
Internal Communication	Revision No. Date	01 ,10 th Jan 2013
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	Revision No. Date	03.27 th Jan 2019
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This institute has system of submitting the various files and documents on internal/external mails, approvals, leave approval etc. from the office of the Executive Director. This has been normally seen that the files for above reasons are sent late in the evening or held up permanently with in personal custody by individual. The same is unearthed on the demand by undersigned. This is a sad practice and disturbs the whole proceedings of the day and time. To overcome the issues/situations in future it is decided to laid down certain procedures/administrative orders. The same are elaborated in the succeeding paragraphs:

1. **Forming of Departments.** : The institute has the following departments for official documentation:

- (a) **DG Shipping (DGS)** : All correspondence with DG Shipping and allied offices not covered below Management representative (MR) All documents and files under Quality control Management and ISO certification including CIP The format is SIMS/DGS/000 -Subject
- (b) **Human resources (HR)** SIMS/HR/001-Subject
- (c) **Training (Trg)** SIMS/TRG/000-Subject
- (c) **Indian Maritime University (IMU)** SIMS/IMU/000-Subjrcrt
- (e) **Shipping Master Office (SMO)** SIMS/SMO/000-Subject
- (f) **Quality Management System (QMS)** SIMS/QMS/001-Subject
- (g) **Board of Examination for Seafarers Trust (BES)** SIMS/BES/001-Subject

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2. **Use of file movement registers** : This is an important tool in maintaining the records of the letters and documents received . Hence all above departments are to maintain a register of this effect so as to track any letter or file. All clerks forwarding any mail letter etc. to log the details in the following manner :

SNo	File No	File Name	File sent to dept.	Sender Clerks Name & Sign	Received by & sign with date	Sent to dept. Sign .
(1)	(2)	(3)	(4)	(5)	(6)	(7)

3. External and internal mail submission- Receipt and dispatch; All communication received in black & white be considered as mails. It may be mail received from out sider agency and shall be termed as external mail. It may be received in person or by post. All communication received from the staff, departments etc. be termed as internal mails. It may be notices, orders, information or requests



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from the existing persons working in the institute. This is the part of the process that every mail be given a number to be termed as Inward no. We are maintaining the same. Now we need to improve the process of receiving of mails received in person or submitted on the office counters. We have to ensure that a copy of the same be done and hand over to the runner as office copy. This is to be noted that office copy should not carry any remarks by the institute authority. A procedure in same manner to be adopted for outward internal and external mails. A photocopy of all displaced mail to be kept and termed as O/c. The O/d must have outward No and Dispatched stamp with signature of the dispatch staff. Logging of details is required stating outward No. sent to, date of dispatch etc. the receipt of post to be maintained in the register. The Inward mails and internal mails to be submit to under signed at 1000 hrs and 1700 hrs every day. The mail of emergency nature be submitted soon on receipt.

4. **Submission of files for approvals/assignments :** The files for action and information be submitted by the office clerks though the peon. Ensure that the movement register have the entry and individual has signed it on submission and receipt after words.
5. **Procedure of signing of a document by the staff :** the official procedure of signing of a documents needs the name and signature with date of signing of documents. Hence with immediate effect all officers, teachers, faculty signing any document are to endorse their name and date as and when signing any letter or documents.

This is for strict compliance by all with immediate effect

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Signature:



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Control of Documents

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PREPRATION OF DOCUMENTS	RESPONSIBILITY
Prepare draft documents	Concerned FH
Review the documents for adequacy	Administrator
Once reviewed and confirmed, printed pages' footer to be signed and approved by the Chairman	Administrator
ISSUE CONTROL	
Approved documents are controlled by stamping ' <u>Controlled</u> ' in red ink on each page.	Administrator
Master copy of each page will be stamped and marked as 'Master Copy'.	Administrator
Forms and Formats, will be stamped with 'Specimen Copy' on the back side of the documents.	Administrator
Issue the documents copy, stamped as 'Un-Controlled', as per Distribution List	Administrator
Ensure availability of all relevant controlled document at all locations, where activities for effective functioning of the quality system is being carried out. Also ensure that all documents are legible.	Administrator
DOCUMENT CHANGES / RIVISIONS	





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Discuss the changes/proposals with the MR and other concerned FH's for necessary amendments.	Appropriate Authority
All superseded documents are withdrawn promptly from place of use and replaced with pertinent documents. Keep records of changes made in the documents in file SIMS/QMS/01	Administrator
Stamp ' Obsolete ' supersedes ' Master Copy '. This document is to be removed from the system and maybe kept for reference, legal or knowledge purposes.	Administrator

DOCUMENTS OF EXTERNAL ORIGIN

Maintain a list of applicable National / International standards. Keep it updated by regular interaction with the concerned bodies.	Administrator
The external origin documents are controlled, by only putting 'Controlled' stamp on the title page. <i>मुख्य प्रतिलिपि</i> <i>MASTER COPY</i>	Administrator

DOCUMENT NUMBERING

There is a filing and documents records maintaining system, which includes abbreviations for each department/specified work. The numbering for each document would be in a serial number starting from One (01) and onwards.	Administrator
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------

ISSUING AND APPROVING AUTHORITY

The documents are to be Reviewed and Issued	Administrator
The documents are to be Approved by	Chairman

ACTIVITIES IN THE SYSTEM



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Identify the records to be maintained in the department, while establishing the system and mentioning the same in the relevant sections/sub-sections of manual, pertaining to the Institute with regards to the quality of education and including the same in the sub-sections.

Functional Heads

Decide the retention period of all records in consultation with the MR and the admiration on the basis of customer's requirement or effective measurement of the system and documentation in the relevant section.

Functional Heads

As agreed, that the records will be made available for evaluation to the customer's or his representative for an agreed period.

Administrator

Records are maintained in the electronic media, access is restricted to un-authorized personnel's.
Virus controls are ensured and in place.

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Administrator

Criteria to Ensure, Effective Control on Record control process:

Effectiveness of operation and control on process is periodically reviewed by Internal Audits by consultants/Internal auditor, In addition to this the MR reviews and monitors that the records are legible, readily identifiable and retrievable and stored properly.

Filing System:

The institute maintained list of files maintained by each department and are provided in this section. In the filing system, every department has been provided with departmental codes which prefix the work area.

Following are the codes given to each:

Quality Management System	QMS
Management Representative	MR
Training	TRG





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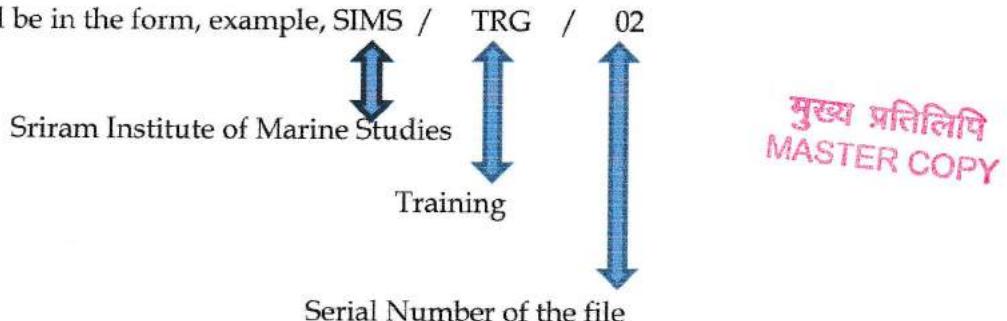
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Catering	CAT
Maintenance / Repair	M&R
Requisition	REQ
Accounts	ACC
Library	LIB
Inventory	INV
Housekeeping	HSKP
Medical	MED
Grievances and Discipline	DISC
Purchase	PUR
Administration	ADM
Indian Maritime University	IMU

The filing system will be in the form, example, SIMS / TRG / 02



Issue Procedure:

The Chairman or his deputy or the Assistant to MR is to carry out the activities of preparing, issuing, maintaining and updating this Quality manual.

The Master Copy bears the stamp of "Controlled Copy". Rest of the other copies of this documents required for external agencies, are issued by the Management Representative and such copies of the Manual Issued are stamped as " Uncontrolled Copy" in red colour. These uncontrolled copies do not come under the preview of document amendment procedures and are not used within the institute.

Revision, Updating and Amendment Procedure:

The Quality Manual is reviewed periodically (once in two years) by the Management / Administrative officer/Representative / Executive Director.



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No revision is implemented unless it has been approved by the designated authority and officially notified to the certifying agencies.

Each revision is introduced formally by the Management Representative by issuing of revised pages for each of the copy as per the distribution list. The revisions are indicated by the revision number in each of the revised sections and recorded in the Amendment sheet supplied with the controlled copies of the Manual. The initial edition is numbers as "01".

The insertion of the additional / amended sections and the removal of the old sections in the individual controlled copies as per the distribution list of the manual is the responsibility of the person holding the individual copy. All old sections so removed are returned to the management Representative who ensures that the same are destroyed and so recorded.

One copy of the earlier version of the section (s) is retained by the Management representative in archives for the future reference.

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LIST OF FILES AND RECORDS TO BE MAINTAINED:

S. No.	Name of File / Record	File / Record No.	Retention Period
	QUALITY MANAGEMENT SYSTEM	SIMS/QMS	
1	INTERNAL AUDITS / REPORTS	SIMS/QMS/01	3 YEARS
2	EXTERNAL AUDITS / REPORTS	SIMS/QMS/02	3 YEARS
3	NON - CONFORMANCE	SIMS/QMS/03	3 YEARS
4	NON - CONFORMANCE CONTROL CORRECTIVE / PREVENTIVE ACTION	SIMS/QMS/04	3 YEARS
	MANAGEMENT	SIMS/MAN	
5	DOCUMENTS DISTRIBUTION RECORD	SIMS/MAN/01	3 YEARS
6	MASTER LIST OF RECORDS	SIMS/MAN/01	3 YEARS
7	CERITIFICATES FILE	SIMS/MAN/01	3 YEARS
8	MANAGEMENT REVIEW MEETINGS	SIMS/MAN/02	3 YEARS
9	FOLLOW UPS AND ACTIONS	SIMS/MAN/02	3 YEARS
10	CHAIRMAN'S CIRCULARS	SIMS/MAN/03	3 YEARS
11	DEFECTS LIST	SIMS/MAN/04	3 YEARS
	OFFICE WORK	SIMS/OFF	
12	COURSE BOOKINGS / ADMISSIONS	SIMS/OFF/01	3 YEARS
13	STAFF ATTENDANCE	SIMS/OFF/02	3 YEARS



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14	CANDIDATES ATTENDANCE	SIMS/OFF/03	3 YEARS
14	CERTIFICATES ISSUED	SIMS/OFF/04	3 YEARS
15	CDC ISSUED	SIMS/OFF/05	3 YEARS
16	RESULT OF CANDIDATES	SIMS/OFF/06	3 YEARS
17	TRAINING SCHEDULES	SIMS/OFF/07	3 YEARS
18	TRAINING PROGRAMS	SIMS/OFF/08	3 YEARS
19	LESSON PLANS	SIMS/OFF/09	3 YEARS
20	CORRESPONDANCE WITH DG SHIPPING / INDIAN MARITIME UNIVERSITY	SIMS/OFF/10	3 YEARS
21	CORRESPONDANCE WITH OTHER AUTHORITIES	SIMS/OFF/11	3 YEARS
22	PERMANENT STAFF ATTENDANCE	SIMS/OFF/12	3 YEARS
23	VISITING STAFF ATTENDANCE	SIMS/OFF/13	3 YEARS
24	DAILY LOG / WORK	SIMS/OFF/14	3 YEARS
25	PERMANANT STAFF CONTRACTS	SIMS/OFF/15	3 YEARS
26	VISITING FACULTY CONTRACTS	SIMS/OFF/16	3 YEARS
27	LEAVE - STAFF & FACULTY	SIMS/OFF/17	3 YEARS
28	FEEDBACK FORMS	SIMS/OFF/18	3 YEARS
29	DISCIPLINARY ACTION REPORTS	SIMS/OFF/19	3 YEARS
30	STAFF GREVIANCES	SIMS/OFF/20	3 YEARS
31	STUDENTS GREVIANCES	SIMS/OFF/21	3 YEARS
32	INCREMENTS & BONUS	SIMS/OFF/22	3 YEARS
33	STAFF WELFARE	SIMS/OFF/23	3 YEARS
34	STUDENTS WELFARE <i>मुख्य प्रतिलिपि</i>	SIMS/OFF/24	3 YEARS
35	REQUISITIONS <i>MASTER COPY</i>	SIMS/OFF/25	3 YEARS
36	INVENTORY	SIMS/OFF/26	3 YEARS
37	WORK ORDERS	SIMS/OFF/27	3 YEARS
TRAINING		SIMS/TRG	
38	DAILY COURSES CONDUCTED	SIMS/TRG/01	3 YEARS
39	TRAINING PROGRAMS FOR ALL COURSES	SIMS/TRG/02	3 YEARS
40	STUDENTS ATTENDANCE	SIMS/TRG/03	3 YEARS
41	PRACTICAL TRAINING DETAILS	SIMS/TRG/04	3 YEARS
42	EVALUATION OF STUDENTS	SIMS/TRG/05	3 YEARS
43	EXAMINATION RESULTS	SIMS/TRG/06	3 YEARS
44	FEEDBACK OF STUDENTS	SIMS/TRG/07	3 YEARS
45	PRE-SEA STUDENTS EVALUATIONS	SIMS/TRG/08	3 YEARS
CATERING		SIMS/CAT	



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46	INVENTORY	SIMS/CAT/01	3 YEARS
47	REQUISITION	SIMS/CAT/02	3 YEARS
48	DEFECTS	SIMS/CAT/03	3 YEARS
49	MAINTAINANCE	SIMS/CAT/04	3 YEARS
	INSTITUTES FACILITIES		SIMS/INS
50	INFRASTRUCTURE	SIMS/INS/01	3 YEARS
51	CADETS HOSTEL	SIMS/INS/02	3 YEARS
52	GP RATINGS HOSTEL	SIMS/INS/03	3 YEARS
53	CLASS ROOMS	SIMS/INS/04	3 YEARS
54	LIBRARY	SIMS/INS/05	3 YEARS
55	SPORTS GROUNDS / INDOOR GAMES	SIMS/INS/06	3 YEARS
56	SWIMMING POOL	SIMS/INS/07	3 YEARS
57	AUDITORIUM	SIMS/INS/08	3 YEARS
	MAINTAINANCE/ REPAIR		SIMS/RIP
58	DEFECTS LIST	SIMS/RIP/01	3 YEARS
59	GENERATOR LOG	SIMS/RIP/02	3 YEARS
60	RO SYSTEM	SIMS/RIP/03	3 YEARS
61	SANITATION	SIMS/RIP/04	3 YEARS
62	AIR CONDITIONERS / HEATERS	SIMS/RIP/05	3 YEARS
	REQUISITION / PURCHASE ORDER		SIMS/REQ
63	PENDING REQUISITIONS	SIMS/REQ/01	3 YEARS
64	SUPPLIED REQUISITIONS (FULL/PARTIAL)	SIMS/REQ/02	3 YEARS
65	PURCHASE ORDERS	SIMS/REQ/03	3 YEARS
	ACCOUNTS		SIMS/ACC/
66	CASH TRANSACTIONS, IN/OUT	SIMS/ACC/01	3 YEARS
67	CHEQUE TRANSACTIONS, IN/OUT	SIMS/ACC/02	3 YEARS
68	ON-LINE TRANSACTIONS, IN/OUT	SIMS/ACC/03	3 YEARS
69	STAFF SALARY	SIMS/ACC/04	3 YEARS
	LIBRARY		SIMS/LIB
70	INVENTORY	SIMS/LIB/01	3 YEARS
71	BOOKS ISSUED	SIMS/LIB/02	3 YEARS
72	BOOKS ORDERED / RECEIVED	SIMS/LIB/03	3 YEARS
73	DEFECT LIST	SIMS/LIB/04	3 YEARS
	INVENTORY		SIMS/INV
74	ALL DEPARTMENTS INVENTORY'S	SIMS/INV/01	3 YEARS
	HOUSEKEEPING		SIMS/HOU



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75	DAILY HOUSE KEEPING RECORDS FOR ALL AREAS	SIMS/HOU/01	3 YEARS
76	DEFECTS LIST	SIM/HOU/02	3 YEARS
77	REQUISITION	SIM/HOU/03	3 YEARS
78	INVENTORY	SIM/HOU/04	3 YEARS
MEDICAL		SIMS/MED	
79	INVENTORY	SIMS/MED/01	3 YEARS
80	REQUISITION	SIMS/MED/02	3 YEARS
81	MEDICAL TREATMENTS	SIMS/MED/03	3 YEARS
82	REPORTS	SIMS/MED/04	3 YEARS
83	MEDICINES ISSUED	SIMS/MED/05	3 YEARS
84	DOCTOR VISITS / REPORTS	SIMS/MED/06	3 YEARS
GRIEVANCES AND DISCIPLINE		SIMS/DIS	
85	DAILY LOG	SIMS/DIS/01	3 YEARS
86	DISCIPLINE CASES / EVENTS	SIMS/DIS/02	3 YEARS
87	GRIEVANCE CASES / EVENTS	SIMS/DIS/03	3 YEARS

Approved By: Chairman:

Signature:



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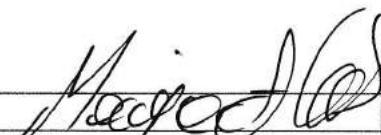
Quality Manual	ISO 9001 clause	7
	Sub Section No	7.5.3.2(a)
Control of Documents	Revision No. Date	01 ,10 th Jan 2013
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Security Norms to be used for Question papers and Answer Script

Question Papers:- The institute prepares the question papers for Pre Sea and other than pre sea courses like STCW basic, advanced, Post Sea and competency courses in the office only. The question papers for other than Pre Sea courses are printed at printing press in bulk and kept in booking office almirah under lock and key. Question papers for Pre Sea courses are prepared according to the syllabus covered. Normally the teacher/Faculty hands over the hand written/typed question and then these are converted in to the electronic data.

Answer Script:- The institute keeps all the answer scripts of all in house examination. The answer sheets of current courses are kept in the booking office and rest are stored in the record room under lock and key.

Retention period of data:- These above data are kept for 04 years.

Approved By: Chairman:Signature: 

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Procedures of issuing and record keeping of issued course certificates:

The institute issues the course certificate after the student has attended and completed the course, as per the requirement of the approving competent authority. Sample certificate is provided in the Annexure-D of this manual, which is made under the guidelines of the DG Shipping and the Indian Maritime University, Chennai.

The certificates are signed by the student, Course in-charge and the Director/Chairman of the institute. The candidates are issued with the original certificate and a copy of the same is retained in the institute.

The certificates are uploaded on the DG Shipping website by the institute on the students registered INDOS Number provided by the marine department. Which removes any ambiguity and forged dealing of the certificate by any party?

Acceptance/Confirmation of receiving certificate by candidates:

The institute maintains a separate, certificate issued register for all courses. Candidates data like, Name, D.O.B., Passport No., CDC No., course duration is logged in the register and the signatures are taken by the candidate against his name, after issuing him/her the certificate.

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A photocopy of issued certificate is kept in the institute for further records. The photocopies are kept in a file. A separate file is made for each course and are kept in record room for record purposes. Record room is kept sealed and locked by the Chief Instructor.

Approved By: **Chairman:**

Signature:



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	Sub Section No	8.1 (b)
Operational Planning and control (Admission Cadet)	Revision No. Date	01 ,10 th Jan 2013
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Procedures for admission: Pre-Sea Cadets (One Year Diploma in Nautical Science)

An advertisement is issued by the Indian Maritime University Chennai, for conduct of All India On line Common Entrance Test in national Daily new papers.

- All India Common Entrance Test is conducted by the IMU Chennai, in selected cities in the country, in the month of June and December every year to select the candidates.
- IMU display the results of the Common Entrance test on its website and institutes can admit the students meeting the admission criteria for the course. Successful students are to approach with original academic documents and medical fitness certificates issued by a DG Shipping approved doctor.
- The verification of these documents is done at IMU Campus as allotted by the IMU Headquarters Chennai.
- Sponsorship letters/tie up with shipping company for the on board training of these students are submitted to IMU HQ in advanced by the institute

The minimum eligibility criteria for DNS course is:

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- Academic qualification: 10+2 with PCM, and an aggregate of 60% marks.
- 50% marks in English subject, either in class 10th or 12th.
- Graduate of science should have physics as subject in one of the degree course.
- Age 17 to 25yrs on the date the course finishes, SC & ST are given a age relaxation of 5yrs.
- Latest medical fitness certificate issued by DG shipping approved doctor, which would also include a sight test certificate.
- Eye sight in both eyes should be 6/6 with no aids
- No colour blindness.
- Should be able to read, write, speak and understand English language.
- Fee for the semester, is to be paid at the start of the course.

Approved by:-

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Procedures / Check list for admission: Pre-Sea GP Ratings

- 1) The institute follows all guidelines and orders issued by the Directorate General of Shipping and the Board of Examinations for Seafarers Trust, Mumbai.
- 2) Aspirants candidate issued a medical slip of a DG approved doctor, in order to undergo a medical fitness test. The candidate is enrolled in the institute only if the candidate is issued a 'Fit to work at Sea' certificate by the doctor.
- 3) The institute charges a nominal amount, through bank Demand Draft from the candidates joining the course, and a receipt is issued for the same.
- 4) The institute then issues a course commencement letter, with all eligibility criteria's regarding the course regulations and academic requirements along with joining instructions.
- 5) All aspirants are to report to the institute one day prior to the course commencement for training. Candidates are to bring their original documents and course fee along with them.
- 6) A letter of intimation of course commencement sent by the institute, along with the candidate's DOB certificate, Qualification certificates and Medical fitness certificate are forwarded to the DG Shipping, Shipping Master (Mumbai), and to the Board of Examination, Mumbai.
- 7) INDOS No. are generated on submitting the passport.
- 8) The following are checked for the final admission in the course.

The minimum eligibility criteria for GP Rating course is:

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- Academic qualification: 10th Standard & above with 40% marks.
- 40% marks in English subject, either in class 10th or 12th.
- Math's and Science in 10th or 12th.
- Age 17 to 25yrs on the date the course finishes, SC & ST are given a age relaxation of 5yrs.

On successful completion of course, passing/participation certificates are to be issued to the trainees/course participants, and photocopies preserved.

b)Governing Authority:

Government bodies are involved to ensure that issuance of appropriate document to the candidate is done and carried out in order to admit/enroll the person in the institute as a student.

The following Government bodies ensure and validate that the documents and certificates carried by the candidates are not forged and or incomplete and are certified.

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- (i) **The National/State Board of Examinations:** The 10th and 12th certificates carried by the candidates are certified by the National and State Examination boards.
- (ii) **The Directorate General of Shipping:** The Indian shipping's prime authority collects, monitors and displays the details of the candidates on the government's official website, in order to validate and share the details of the verified details of candidates, which could be accessed from any part of the world, in the need arises.
- (iii) **The Indian Maritime University:** The IMU provides the syllabus for DNS course and examinations are conducted for the same. The candidates undergo these examinations, which are planned and executed by the IMU in total confidentiality. The final results of these examinations are declared for the Deck Cadet Course.
On successful completion of the course by the candidate, the IMU issues a DLP (Distance Learning Program) and final degree in BSc Nautical Science.
The IMU also ensures the avoidance of forgery, duplicate issuance of all the documents, for which each candidate is issued with a registered number and password, through which the candidate can apply for his/her exam results and also inquire if there are any academic queries.
- (iv) **INDOS No:** The institutes are provided facilities to generate the INDoS No at its own. It is an eight (8) digit unique number of each Indian seafarer. This becomes the Id of a seafarer and a password is issued against it. This provide a seafarer to create the Seaman profile under the E-governance module of the DG Shipping. this number is used for all further seafaring career including joining, issue of watch keeping, CoCs and sign on/sign off. This information is uploaded on the DG Shipping website and can be accessed from any part of the world

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	Sub Section no	8.1 (c)
Operational planning and control (Booking STCW Courses)	Revision No. Date	01 ,10 th Jan 2013
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Procedures for Booking STCW Course

The Directorate General of Shipping, {DGS} vide its Training Circular no 13 of 20'20 dated 1st April 20'20 has made mandatory attending of e-learning module for few courses, marked by the DGS and listed in the said circular for all prospective and existing seafarers with immediate effect.

The following procedure for booking and confirmation of participation of a student in Basic Safety training, advanced and Refresher & Updating courses of BST and Advanced courses

- INDoS Application :** Apply INDoS No/application (in Person only) Any fresh students willing to attend a course, shall apply INDoS No. however existing seafarers having INDoS no are exempted. To apply INDos No, we need original passport and 10th Class mark sheet. Student becomes eligible to update their Seaman Profile {SPR} and to register for E learning module soon issue of the INDoS No.
- Attend - e learning module:** Module is Available on official website of DG Shipping, www.dgshipping.gov.in After attending and successful completion of the e learning module including Question & Answer session, one become eligible to attend the course in the institute. An Online Exit examination shall be conducted by the DGS. The DGS enable institutes (MTIs) to generate the Course Completion Certificate in respect of successful course participants only.
- Refresher and Updating of Basic Safety Training and Advanced courses:** Students aspiring to attend the Refresher and updating of Personal Survival Techniques {P.S.T} and Fire Prevention & Fire Fighting {FPFFP} shall complete the full module of respective courses. Table on Refresher & Updating of PSCRB & PST and AFF &FPFF is as under
- Details on time, e learning attendance and pass % for Modular courses**

S. No.	Name of course	Duration (Days)	Theory (hrs)	E learning (hrs)	Pass % in E learning
1.	Personal Survival Techniques	03	06	06	50
2.	Fire Prevention & Fire Fighting	03	10	09	50
3.	Personal Safety and Social	03	18	12	50

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	Responsibility				
4.	Elementary First Aid	03	12	09	50
5.	Security Trg. to Seafarers with Designated Security Duties (STSDSD)	02	09	06	50
6.	Advanced Fire Fighting {AFF}	04	23	15	60
7.	Ref & Updating AFF & FPFF (Courses at Sl. no 2 & 6 together)	01	33	24	60
8.	Proficiency in Survival craft& Rescue Boats other than Fast Rescue boats	05	16	12	60
9.	Ref & Updating PSCRB & PST (Courses at Sl. no 1 & 8 together)	01	22	18	60
10.	Ship Security Officer	03	16	12	60
11.	Ref & Updating of FPFF	01	10	09	50
12.	Ref & Updating of PST	01	06	06	50
13.	Medical First Aid	04	22	15	60
14.	Basic Trg. in Oil and Chemical Tanker Cargo Operation (OCTO)	06	39	28	50

OCTCO

5. **Attendance :** Students are required to produce 100% attendance in the course. Short attendance by any reason shall forbid to generate their course completion certificate.
6. **Course fees :** The course fees in full may kindly be submitted in the account of the institute or directly at the counter at the time of booking of course only. Kindly collect the fees receipt from the account department on reporting for course in cases of payments done online. The account details are as under :

Beneficiary : Sriram Institute of Marine Studies

Account type & No : Saving/03382320000206

Bankers : DFC Bank Ltd

NEFT/IFSC : HDFC0000338

Branch : Village Bamnoli, Sector 28 Dwarka New Delhi 110 077

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Signature:

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SRIRAM INSTITUTE OF MARINE STUDIES

Quality Manual	ISO 9001 clause	8
	Sub Section No	8.2.2 (a)
Attendance of Students	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
	Page 1 of 2	

Recording of attendance: Faculty, instructors and non-teaching staff.

The procedure is laid down in the DGS order of 4 of 2018.

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The attendance of all faculty, instructors and course participants are to mark their arrival and departure {Termed as attendance} by Biometric attendance system only.

Centralised

The institute has provided Biometric Attendance Machines in all classrooms to facilitate the course participants to mark their arrival and departure.

1. Registration: Course participants of every course are registered on the Biometric Attendance machine for the attendance; this is done by the institute clerks.
2. Students' facial expressions are fed in for a secure attendance.
3. Students marks their attendance/logouts according to the time table of a course.
4. Prints of the attendance are taken and submitted to Head of Institute by the admin/Trgcoord on every day basis for action and to note the absentee etc.
5. The records are stored by the Trgcoord for records and audits.
6. Submitted to Executive Director on every month ending.

Sr. No.	Course	Title	Location	Retention Period	Disposal Authority
01	Pre-Sea Courses	Attendance Log	Admin Office	End of the Course	MR
02	Modular Courses	Attendance Log	Class Room	3 years	MR

Approved by:-

M. Sreejith /cs



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Quality Manual	ISO 9001 clause	8
	Sub Section No	8.2.1
Customer Communication	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
Page 1 of 2		

Information:

The advertisement for Pre-Sea & Post Sea courses are published in National daily news papers shipping related Magazine. The Institute has own web site to enable customer to obtain information's such as schedule of courses, Fee structure and to communicate with institute

The Institute has an admission cell with competent, experienced staff. Admission cell staff provides solutions to any queries regarding any courses to the customers.

Feedback:-

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The Institute has a proper Feedback system in place the feedbacks are obtained from each student prior to completion of the course. The feedback is divided under various sections such as teaching, Practical's, Infrastructure, Hygiene, Food facilities etc. Any grievance observed in the feedback is forwarded to Management for appropriate action.

Pre-Sea courses has a separate feedback system (Grievance and Redresser box) system. Grievance box is opened on every last day of week in presence of one witness by Discipline in charge, Complaint if any received from Pre-sea students are submitted to management through proper channel for action/direction

Pre-Sea Course:

The institute conducts the unit/review midterm and internal assessment to check and take the necessary remedial action for improvement by all course students.

Maintaining Results:

A result register for internal exams are kept and maintained. The results are prepared and displayed on main notice board. A copy of the same is pasted in the above register, duly signed by the Institutes administration.

Intimation to Parents/Family:





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The overall progress and results of the student are intimated to the parents/family through SMS on their provided mobile numbers. In case of a very poor performance of any student, hard copies of their result as well as a letter issued from the institute is send to the parents/family via registered post, to request them to visit the institute and meet the administration regarding their kids progress. If need be extra classes are given to the student, so that he has a chance to improve and perform better.

STCW-2010 Courses:

As per the STCW-2010 modules and order in force, the STCW-2010 course participants do not need produce any pre-academic qualification to attend the course. In case any participant is unable to read or write or understand English, he can be examined orally and if able to pass the exam, he can be declared as Pass.

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Remedial action:

In case of any trainee performs low in any internal examination, the HOD's are to prepare a list and arrange to carry out specific training for them. A log books is maintained for such training imparted to them during extra classes. A merit list in descending order is prepared and all students with least performance are marked and specifically trained.

Contingency:

To deal with any contingency which may occur within campus during silent hours the following are in place to deal?

- a) Chairman stays within the campus.
- b) Full time Doctor is appointed to deal with any medical emergency, who stay in campus.
- c) Duty officer along with two duty warden are also living in campus to deal with any contingency.

Approved By: Chairman:

Signature:





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Quality Manual	. ISO 9001 clause	8
	Sub Section No	8.2.2
Determining the requirements for product and services	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
	Page 1 of 2	

The institute product, is to be well groomed and should be able to understand their job requirements, when joining ships. To be ready to join the ship, candidates need to be trained for the same. The training programs have been designed, which include the various different types of topics and areas which are there to be dealt with on a day to day routine. These training programs have been designed as per the guidelines laid down by the DG Shipping.

The training programs includes knowledge and understanding of various tasks onboard ships, but is not limited to that alone. A person should also be physically fit and mentally healthy. A person has to live a disciplined a life, and should be able to withstand work pressures under very adverse and harsh conditions.

In order to achieve all of the above, the training for each student starts from the moment he is up from the bed in the morning, till the time he goes to bed at night.

Each and every moment of the day is defined and designed in such a manner, so as to achieve the final results, as how they are expected to be onboard. To carry out this Hercules task, it takes a lot of time, attention and trained and experienced personnel to carry out the same.

Routines since morning hours include, but limited to fall in, parade, class room teaching, practical trainings, clean ship, sports and self-study hours. In between are tea breaks and meal breaks.

To perform different tasks, the students have to change into different attires. Each time they are checked for proper code which is to be followed and checked for their manners and presence.

This detailed manner is repeated day in and day out, till finally when they pass out from the institute they are ready to take in the job with pride.

Shipping companies absorb them in their fleet of ships, where they perform well and are appreciated for their work, and in return our hard work results are achieved.

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The institute receives the course fee as per the laid down/announced in the prospectus and on the institutes website. As per the directives of approving and affiliated competent authorities, the institute is permitted to increase/discount in the course fees so as to enable institutes to meet their expenses, in respect to depreciations, salaries, messing, recreation and to maintain facilities.

Collection of Course fees:

The institute collects the course fees of pre-sea course, in the form of a demand draft, and local bank cheque only. The students are issued with a fees receipt, mentioning his DD/cheque number, amount and banker etc. The cheques are issued in on the institutes name.

In case of STCW-10 (modular) courses, where the fee amounts are low and course participants are reaching from local and rural areas, they can be received in cash, cheque or in DD, issued in favour of the institute only. A written receipt is issued for the same.

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Quality Manual	ISO 9001 clause	8
	Sub Section No	8.2.3/8.2.3.1
Review of the requirement for product	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
Page 1 of 2		

The objectives of the class room and practical training is to ensure that a student can pass his final exams. The students are assessed by the concerned university and board to declare him pass/fail. However the institute has the following procedures to analyze the students' performance by the course in-charges/HOD's.

Pre-Sea Course:

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The institute conducts the unit/review midterm and internal assessment to check and take the necessary remedial action for improvement by all course students.

Maintaining Results:

A result register for Internal exams are kept and maintained. The results are prepared and displayed on main notice board. A copy of the same is pasted in the above register, duly signed by the Institutes administration.

Intimation to Parents/Family:

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**Remedial action:**

In case of any trainee performs low in any internal examination, the HOD's are to prepare a list and arrange to carry out specific training for them. A log books is maintained for such training imparted to them during extra classes. A merit list in descending order is prepared and all students with least performance are marked and specifically trained.

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Quality Manual	. ISO 9001 clause	8
	Sub Section No	8.2.4
Changes to Requirement for Products and Services	Revision No. Date	01 .10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
Page 1 of 1		

Requirement for Products and Services:

Institute complies with all the latest guideline issued by the Directorate General of Shipping, and I.M.U regarding any change in any Course syllabus, duration, certification etc. Faculty and Instructors are updated on necessary changes if any in DGS Guidelines and same are implemented.

Same are displayed on the Main Notice Board for information and compliance by all staff and students.

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Quality Manual	. ISO 9001 clause	8
	Sub Section No	8.3.5 (a)
Prize and Scholarship Program	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
Page 1 of 1		

Prize and Scholarship Program

There is a prize and scholarship program in the Institute.

The management decides prizes and scholarships for outstanding students in the following fields:

- a) Academics
- b) Sports
- c) Cultural Events
- d) Guard of Honor (Students who is an overall performer)

Members:

- a) Chairman
- b) Executive Director
- c) HOI
- d) HOD (Engineering)
- e) Administrator
- f) Sports In charge
- g) Chief Instructor

A collective decision is taken, after having a meeting, regarding the Prizes and Scholarship.

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Quality Manual	ISO 9001 clause	8
	Sub Section No	8.3.5 (b)
Sports and Entertainment Committee	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
Page 1 of 1		

Sports and Entertainment Committee

There is a Sports Committee formulated in the Institute.

Members:

- a) Executive Director
- b) HOI
- c) Sports In charge
- d) Chief Instructor

The responsibility of the committee is:

- a) To have a monthly meeting, and discuss the condition of the sports and entertainment related items.
- b) To discuss about any and all issues related to sports and entertainment activities.
- c) To arrange to procure all related items for Sports and Entertainment.
- d) To decide for regular Sports meets and make arrangements for the same.
- e) Prizes to be awarded for the winners for boosting their confidence.
- f) Arrange for Inter College / Institutes sports meet, at least once each year.
- g) Incorporate new finer suggestions into the system.

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Quality Manual	. ISO 9001 clause	8
	Sub Section No	8.4.1
General	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
	Page 1 of 1	

Process:

Company has established a system to ensure that following External Services conforms to specific requirements:

- a. Selection,
- b. Competency.

The type & extent of control (as explained below) applied on the supplier and these purchased product/services is dependent upon the effect of these product / services on subsequent realization and is detailed in the sub-section No. 8.2.1.

Evaluation and selection of existing suppliers

Activity	Responsibility
The existing suppliers from whom the product & services are being purchased/procured (Security Guards) are taken into list of approved suppliers , based on their ability to meet purchase requirements. This is evident from their satisfactory association and performance with the company in the past.	DIRECTOR

Evaluation and selection of new suppliers

For Visiting Faculty on the basis of their credibility in the market/experience and their competency.	Do
If supply against the order is found to be completely satisfactory, include the name of supplier.	Do

Re-Evaluation of suppliers

Performance of the Supplier is monitored once in 12 Months against Major Purchases as per following details & Recorded.	Do
For Visiting Faculty performance is monitored through Students Feed Back.	Do
The list of approved Suppliers is reviewed (Security Guard) & Updated as necessary at least once a year in the month of April.	

Approved by: Chairman:

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Quality Manual	Sub Section No	8.4.2
	Ref. ISO 9001 clause	8.4
(Type and extent of control) Purchase Process	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
Page 1 of 2		

Purchasing Process

Company has established a system to ensure that the following Purchased product and or Services conforms to specified purchase requirements:

- a. Study Material,
- b. Consumables / Student Uniform.

The type & extent of control (as explained below) applied on the supplier and these purchased product/services is dependent upon the effect of these product / services on subsequent realization and is detailed in the sub-section No. 8.4.1

Evaluation and selection of existing suppliers

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Activity	Responsibility
The existing suppliers from whom the product & services are being purchased for the last 6 Months are taken into list of approved suppliers , based on their ability to meet purchase requirements. This is evident from their satisfactory association and performance with the company in the past.	DIRECTOR

Evaluation and selection of new suppliers

New Suppliers are developed on the basis of their credibility in the market.	Do
If supply against the order is found to be completely satisfactory, include the name of supplier in register maintain by store-in-charge.	Do

Re-Evaluation of suppliers

Performance of the Supplier is monitored once in 12 Months against Major Purchases as per following details & Recorded.	Do
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Supplier Performance Rating (SPR) is done as follows: Quality: max 60, Delivery: Max 30, Service Max 10 Quality Rating is done on following formulae: Quality Accepted x 60 (For Major Supplies)	Do
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----

Quantity Received: Delivery rating (DR) can be calculated as (Total Weight 30%) Supplier will be rated on Delivery parameters as follows: DR a. Adherence to order delivery 30 b. Delay up to 2 Days 20 c. Delay from 3 Days to 5 Days 10 d. Delay from 5 Days to 7 Days 5 e. Delay more than 7 Days 0 In case where delay is on account of customer in providing raw material/tools/any other input, delivery shall be deemed to be extended without amendment to PO. Score against quality should not be greater than 60 (Out of 60). Similarly score against delivery time cannot exceed 30. Service Rating (SR) can be calculated as (Total Weightage 10%) Service Rating shall be given on the basis of following criteria. SR cooperation & readiness to help in emergency submission of support documents such as bills and test certificates. Replacement of rejected material/promptness in reply/quality problems at site, shop suppliers are rated 'A' Class which is acceptable if SPR > 80. They are rated B Class if their performance does not improve and their alternatives found. 'B' Class Suppliers are warned thrice and removed from approved suppliers list if their performance does not improve in subsequent supplies.	Do
List of approved suppliers is reviewed & updated as necessary at least once in a year in the month of April.	

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Quality Manual (Information for external provider) Purchasing Information	. ISO 9001 clause	8
	Sub Section No	8.4.3
	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
	Page 1 of 2	

Purchasing Information

FOR TRAINING CONSUMABLES

On receipt of consumable requirements Executive Director reviews availability of material in stock and place verbal purchase in order for balance quantity to the approved supplier. Before placing a verbal order, it is reviewed & approved to ensure that purchasing information is adequate & complete.

Following data forms integral part of verbal purchase orders:

- a. Item description,
- b. Quantity,
- c. Delivery date,
- d. Supplier Name.

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In addition to above:

- a. Follow up with supplier for timely delivery of material,
- b. Issue incorporate amendment to the order if there is any change in delivery schedule specifications etc. and clearly detailing amendments from original.
- c. On satisfactory checking of trial order, include the supplier in approved supplier list,
- d. Follow up with suppliers for rectification replacement for non-conforming materials.

Verification of purchased education

Company has established Quality Inspection Plan for inspection and testing of incoming material. It is being followed to ensure that purchased education meets specified purchase requirements.





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Activity	Responsibility
Monitoring & Measurement of incoming materials:	MR
On receipt of information from stores regarding arrival of materials, draw samples as per Quality Inspection Plan.	MR
Monitor-Measure the characteristics of the material as per QIP 01/7.4. Follow the test method referred in QIP 01/7.4 for conducting test.	MR
Record the test result in the format referred in QIP 01/7.4. Record-Identify the person authorizing release of service.	MR
Materials found conforming/non-conforming are identified as per 7.5.3	MR
Non-Conforming materials are recorded & dealt with as per sub-section 8.3	MR
Ensure that all activities specified in the QIP (Quality Inspection Plan) and or documented procedure has been satisfactorily completed and associated data & documentation are available & authorized before dispatching final education. Such documentation may include test date/report conformance certificate instructions.	MR to ensure

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Quality Manual	ISO 9001 clause	8
Control of Production	Sub Section No	8.5.1 (a) Revision
& Service Provision(Standard Operating Procedure Virtual Training)	Revision No. Date	01 ,27 th May 2020
Page 1 of 2		

Control of Production & Service Provision:

Procedure to login for online process on teaching by faculty and student login

This is to inform that the institute has recently **upgraded** various procedures by installing of **Institute Management System**. The system is fully **operational** and now the booking of course, time table, accounts, receipts, library and issue of certificates shall be done digitally. There should be no surprise that the DG Shipping vide its training circular 20 of 20'20 dated 27th May 20'20 has made it **mandatory to issue all certificate digitally including signatures of officers with effect from 1st August 20'20**

The institute has given readiness to conduct the online teaching to its students of Pre sea Course DNS and GP Rating. We have completed all formalities as requested by the office of the Directorate general of Shipping. We are now at **standby mode** to commence the online classes at any time from now. The time table, teaching syllabus and undertaking sent to DGS. Faculties are also ready and confirmation from each faculty received.

All faculty, Permanent full time, Part time, Visiting part time what so ever and roll of this institute and students of Pre Sea Course of Diploma in Nautical Science and 03 class of GP Rating course are to complete the login process by 1000 hrs on 28th May 20'20, Thursday. The registration process is as under:

This is important to note that this process shall be through our institute website: www.simsnd.in and the procedure is as under:

- 1 Click on institute website : www.simsnd.in
- 2 Open link Online classes. This will open 02 links
 - Pre Sea faculty login
 - Pre Sea Student login
 - Click on your respect link ie: faculty on Pre sea faculty link and students on Pre Sea student link
- 3 Screen will show you IMS Faculty/Student portal respectively and you will be asked to sign in your account. It will demand Your mail id and Password.
- 4 You can submit your operational mail id and create password of 6 and more character.
- 5 Click on Sign up. The screen will display:

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Register:

Email address

Password

Confirm password

Press enter key

6. Now screen will change and can see the form. Fill up your all details as asked and submit.
7. Video Link for create account can also be done by below link directly by faculty and students and is as **1. Student Registration**

<https://drive.google.com/file/d/1llwPzPRNwjwgT-sUfKtAkIJ0OgKvHqb/view?usp=sharing>

2. Faculty for registration and Adding Time Table and How Students view Time Table

<https://drive.google.com/file/d/1gihF1eiKxLm0-wcaXW8e5FYpmiUAdu/view?usp=sharing>

8. All students are hereby advised to
 - (a) Complete their registration at the earliest by 1000 hrs on 28th May 20'20.
 - (b) No outsider students shall be permitted to attend the class.
 - (c) We may also forbid entry to the students those have not paid their course fees
 - (d) The attendance shall be audio-verbal and recording shall remain available.
 - (e) Faculty to create link and send to undersigned for their respective class and the same will sent to DGS office for monitoring.
 - (f) This attendance shall be accounting for Final examination and absentees shall be fined INR 500/ (Five hundred only) per class.

All students due to pay their course fees are hereby informed to pay the fees in the account of the institute by 30th May 20'20 or strict disciplinary action including forbid further studies shall be taken.

For any clarification do write us on : info@simsnd.in

This is for strict compliances with immediate effect by all concerns.

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Approved by: Chairman:

Magesh IAS



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Quality Manual	ISO 9001 clause	8
Control of Production & Service Provision(Standard Operating Procedure Virtual Training)	Sub Section No	8.5.1 (b) Revision
	Revision No. Date	01 ,25th April 2020
Page 1 of 2		

Control of Production & Service Provision:

The Directorate General of Shipping vide its office Order {Training Circular} No 16 of 20'20 has issued guidelines on **conduct of Virtual/live video/or digital learning in all courses approved by the DG Shipping with immediate effect.**

Approved Maritime Institutes to send their confirmation on readiness to take up/conduct the theory of all courses by 27th April 20'20.

Faculty and students of this institute such courses are to fill up an online form by 1100 hrs on 27th April 20'20. The link for filling up the form is : **220.156.188.183:443**, Faculty and Students to login www.goggel.com submit the link and enter. This will show you 03 (three) form, one each for MTI, Faculty and the student. Kindly note that all Faculty and instructors are to fill up the form online only by Monday 1100 hrs on 27th April 20'20. Kindly note that the **institute unique id No is 101005**.

The institute has planned to hire vendor to take up the full management of the system so that it can be launched in a professional manner. The directorate has cleared that it has intension to monitor, execute and assess the whole virtual learning of every institute. All faculty and students are to kindly ensure the followings:

- (a) Make arrangement of internet desk top/laptop or android phone to attend the virtual learning from 28th April 20'20.
- (b) Enrolment of students for the digital learning shall be done by the vendor class wise. Hence course wise list of students showing name, Date of birth, INDoS No, Contact no and Mail id to be sent to the vendor by 1200 hrs on Monday the 27th April 20'20. You will be enrolled vide your name, DOD, INDoS No. Entry/logging of any outside/change in class/person/time is not allowed by any students, means you can attend only the class assigned.
- (c) Vendor shall facilitate you all to see course time table, also on your mail in calendar type. You can login that class only as per this system.
- (d) Etiquettes and Safety: Students to maintain etiquettes at all times. Kindly wear proper formal dress during conduct/attending the class.
- (e) Officers from the Directorate shall monitor the online live video/virtual learning at any time.

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- (f) The time for the virtual classes shall be 0900 hrs to 1600 hrs on every day, six days a week. Sh. AK Sharma MEO-2, Trg. Coordinator and Service provide, Aqua marine is hereby requested to kindly keep timing for lunch **1315-1400 hrs) and 02 tea breaks at (1100-1115 & 1500-1515 hrs) in time table.**
- (g) Students and faculty are hereby informed that the attendance will be multi times. Every entry and exit shall be monitored and recorded in new system. Any student not able to produce 90% attendance shall deny to appear in final examination.
- (h) This system has features of taking Snapshots, live feedback of faculty and student and their digital identification through **iris or voice**.
- (i) Students name if not appeared or with fake name shall be responsible for their attendance as the system will mark them Absent.
- (j) The system will be having procedures/communicate tool as Video calling, Telephone or internet.
- (k) Students are to note that they will receive **links directly on their e mail from the vendor**, hence ensure that it should be operational right from now. The institute or its officer shall not be involved in the process. Faculty will only conduct the class through the above platform. Faculty and students to arrange the internet and no excuse shall be entertained.
- (l) Student can submit self-assessment and grievances.
- (m) Students found doing any mischiefs, shall be punished including withdraw him from the on-going training.
- (n) Link to login/Registration for Students—<http://sims.marineims.com/students>
Faculty – <http://marineims.com/admin>

This is for strict compliance by one and all.

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Approved by: Chairman:	<i>Majeed Ali</i>
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	ISO 9001 clause	8
Quality Manual	Sub Section No	8.5.1/8.5.2
	Revision No, Date	01,10 th Jan 2013
Control of Production & Service Provision	Revision No. Date	02,16 th Aug 2016
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Control of Production & Service Provision:

Company has identified & planned the training processes, which directly affects quality & ensures that they are carried out under controlled conditions.

Executive Director assisted by staff members is responsible for ensuring that all operations are performed under conditions as enumerated below:

Description:

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Activity	Responsibility
Attendance of Staff	
The organization strictly follows attendance system for staff personnel. Very personnel should make his/her attendance in Biometric System installed at Reception.	Admin
Attendance of Trainees	
The daily attendance of trainees are entered in daily attendance sheet. Trainees have to sign against their name at appropriate column. The sheets are then signed by HOI (Head of Institute), Chief Instructor & Executive Director (ED).	Admin
Training	
Executive Director along with staff members prepares weekly plan for courses to be conducted. Records of planning are kept in Training Programme - F01/7.5	Faculty
In case any amendment is desired by staff members, To Review & Revise the plan, Inform necessary changes to Concerned function for necessary action. Keep record in Training Programme - F01/7.5	Faculty
Process parameters are monitored-controlled as per flow chart. Criteria for workmanship is defined to all the lectures to be taken by relevant staff.	Instructor
Ensure safety & statutory regulations wherever applicable are	Admin



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followed.

Criteria to ensure that process control procedures are effective:

Effectiveness of operation and control on process is reviewed through periodic internal audits by consultant/internal auditor. In addition to this director formally reviews and monitors that:

- a. Lectures are as per training plan,
- b. Process Non-Conformity is within stipulated limits,
- c. Complaints of similar type from the same student is not recurring,
- d. Response time and complaint rectification time is reducing.

Records will be kept for any Non-Conformity observed during any such informal reviews in internal audit NCR Format.

Validation of processes for Production & Service Provision

As there is no special process so this clauses can be considered as Exclusion.

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Identification & Traceability

Company has established the following system of identifying the education & its test status right from receipt of material to dispatch of finished education.

Traceability of all the students are maintained as per enrollment number provided at time of admission. This ensures the students can be traced from the day of admission by enrollment number for courses attended during his tenure & date of course completion.

Customer Property

All Testimonials received from students are treated as Customer Property. Care is taken that documents are not lost deteriorate during storage. List of documents taken from individual student is maintained in an individual student file.

Entire Documents are returned back to respective students after satisfactory examination from the Head Office.

Preservation of Products

Company has established a documented system to ensure that 'The Education' is Identified, Handled, Packaged, Stored & Protected in such a way that it is not damaged or deteriorated & conforms to all specified requirements during internal processing & delivery to the intended destination.

Through this procedure company ensures preservation of incoming raw materials. Supervisor is overall responsible for implementation of this procedure for preserving



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the conformity of education during internal processing and delivery to intended destination.

Activity	Responsibility
Handling	
Consumables are unloaded at designated area and handled properly to prevent damage/deterioration.	Warden
Receipt	
On receipt of materials, check following things against relevant purchase information: Bill/Delivery Challan/Invoice/Item Description/Quantity	Duty Instructor/Warden/ <i>Store Incharge</i>
Storage	
Shift Received Material to Designated Location	Duty <i>Store Incharge</i> Instructor/Warden
Items found Non-Conforming are recorded in form F01-8.3 & Disposed off as per Sub-Section No. 8	Warden
Issue	
Items are used as per planning & consumption is entered in stock sheet.	Warden / <i>Store Incharge</i>

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Quality Manual	ISO 9001 clause	8
	Sub Section No	8.5.4/8.5.5
Preservation and Post-delivery activities	Revision No. Date	01,10 th Jan 2013
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Issue of course completion certificate: Procedure of generating certificate No, stock, Preparation and issue of a certificate to course participant.

1. Safe custody of blank/stocked certificates;

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The institute procured printed blank certificates from the local printer as per the format promulgated vide orders and directives by the DG Shipping, Govt. of India. On receipt of printed certificate, the institute proceeds as under;

- (a) The certificate is taken on in stock register of respective course. The same is endorsed by the clerk, Trg. Coord and Executive director.
- (b) Certificates are withdrawn from the stock for preparing certificates as per the strength of the course by the clerk and re endorsed by clerk, TrgCoord and Exe Director and stock registered are up dated.

2. Generate preparation and issue of a course certificate: On completion of a course, the successful participants are issued with a passing/participation certificates by the institute. The certificate No's are generated by the E Governance system of the DG Shipping, Govt. of India. The following steps are taken prior to issue a certificate :

- (a) Student to register them on the DGS web link to select a course initially and reports institute for training
- (b) INDoS no's are generated by the institute of such students as per the procedure laid down by the DG Shipping. The application and certificates and passport is verified by the authorized officers of the institute.
- (c) Students are enrolled through Batch details module of the DG Shipping and as per the DGS rule, the list of students has to be uploaded on the batch details latest by 1000 AM on the course day.
- (d) The course completion certificate No's are generated through the Same module of the DG Shipping and the same can be import.
- (e) The Trg. Coordinator obtains the approval of Head of institute and the Executive Director in writing to generate the certificate No's.
- (f) Certificates are printed in house and put up to students to check their data, correction if any and to sign.

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- (g) Certificates are put up to authorize signatories for signatures.
- (h) The details are available in the Master checker of every individual.
- (i) Students to endorse the receipt of certificate in the register maintained by the clerk.
- (j) Photo copy of each certificates are preserved for 3 (three) years.

(AA) Pre-sea Courses:

- On completion of Pre-Sea course, trainees are issued with the certificates after declaration of results by the DG Shipping, Govt. of India of All India Exit examination conducted by the Board of Examination for Seafarers, Trust, Mumbai. The course completion certificates are issued to the successful students those passes the above examination.
- Students of DNS course are issued with "Attendance" Diploma, termed as Diploma in Nautical Science as per the format issued / promulgated by the Indian Maritime University, Chennai.
- Record of certificates and issue are maintained in the respective registers and the details are also available on the master checker of seafarers and Training module of the DG Shipping, Govt. of India.
- The photocopies of each certificate are kept in order in separate files per course per batch.
- Failures of GP Rating and DNS Courses are to re appear in the next examination of BES and IMU as concerned termed as Repeaters and Re appears.

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(AB) Modular Courses:

- Failures students to re-appear the examination (may conducted orally) in order to complete the certification process,
- Certificates issued to the course participants are recorded in registers and the candidates to sign as to endorsement of issue of a certificate to him.
- The photocopies of each certificate are to be kept in order in separate files per course per financial year basis.

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Control of Changes	Revision No. Date	01 ,10 th Jan 2013
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S.No	Order in force	Issuing Authority	Date of Issue	Date Amended	Description	Revision Number	Signature

Approved by: Chairman:





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The institute keeps a proper record of all course attendance / completed certificate issued to a student. By somehow or whatever reasons, if it becomes mandatory to issue a duplicate certificate to fulfill requirements of a student:

Procedures:

A written request from a student is received. The application should be addressed to the Executive Director stating reasons of issue and following documents needed:

- ✓ Copy of FIR clearly mentioning name, course & certificate number,
- ✓ 2 Passport Sized Photographs,
- ✓ Application/Stationary charge & Rs. 500/ (Rs. Five Hundred Only) per certificate.

Endorsement:

The application to be approved by Executive Director and an endorsement of 'Duplicate' in red color stamp be given on top and bottom of the certificate. It is permitted that the present course in-charge can sign the certificate if the previous one has changed, by what-so-ever reasons. The Certificate Number & Time of Attending the Course shall remain unchanged.

Record Keeping:

These activities need a proper record keeping & updating. Institute maintains a 'Duplicate Certificate Issue register'. The candidate signs this Register prior receiving the duplicate certificate.

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Extra Classes:

Extra Classes for week students are being conducted to bring them into the required DGS Standards of qualifying the exams.

Any change in training syllabus by DGS is implemented at the earliest and are reviewed / approved by the Management.

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Quality Manual	ISO 9001 clause	8
	Sub Section No	8.6
Release of Products and Services	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
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Examinations are the vital part of training & certification process. The process and mode of examination are different for each course. Candidates are prepared to carry out various tasks which are allotted to them during their stay on board ships. To achieve desired results various steps are taken as stated below:

Pre-sea Courses:

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- Both External & Internal Examinations are conducted for pre-sea course trainees respectively by the institute & competent authority,
- The Internal Examinations are conducted to measure the performance & standard of the trainees & to include 20% weightage in final exam results,
- The External Examinations are conducted by the External authority like Board of Examinations (for Pre-sea GP rating) & Indian Maritime University (for DNS Course),
- The External Examinations are conducted as per the direction and supervision of competent authorities & the security norms are decided 7 executed by themselves during the Term End Examinations.

Modular Courses (STCW - 2010):

- Each modular course participant is to clear the examination to receive Modular Course Certificate,
- In the last session of each Modular Course the participants are given the sets of question paper,
- The Examination is conducted under the strict supervision of the respective course officer & course instructor,
- Question paper sets are kept in sealed custody of Executive Director & issued to examinees about 05 minutes prior to conduct of exams,
- Minimum pass marks is 60%. In case any sea-farer is unable to read-write, he may be examined orally and attestation to this effect is enclosed on the answer sheet.





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Term-End Examinations:

The Term-End Examinations are conducted for all pre-sea courses at end of their semesters. Exams are conducted by the external bodies only. The Examinations are conducted under strict supervision and guidance of the external bodies only in case of Pre-Sea Candidates. The controlling and security norms as prescribed by the controller of the Examinations are strictly adhered during the conduct of this Examinations by the external authorities.

The evolution/exams for Post-Sea candidates are conducted by DGS approved faculty & Certificates are issued.

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Quality Manual	ISO 9001 clause	8
	Sub Section No	8.7.1
Control of Non-Conforming Out-Put	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
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Company has established a system to ensure that the educational procedures that does not conform to the specified requirements are prevented from unintended use and not provided to the students.

Description:

Activity	Responsibility
Identify NCP at all stages - Receipt till Dispatch, as mentioned in sub-section No. 8.4.3	Administrator
Identify & Segregate NCP wherever possible for evaluating the nature & magnitude of Non-Conformity.	Administrator
Evaluate nature & magnitude of NCP and decide on its disposal	Administrator
Record details of non-conformity, repairs and disposal Recorded.	Administrator
When NCP's are reworked, re-inspect them to verify that they meet specified requirements. Maintain records of re-validation.	Administrator
Prepare summary of NCP's for discussion in monthly meetings	Administrator
Informing parents about results of their candidates	Administrator

Records:

Doc. No.	Title	Location	Retention Period	Disposal Authority
F01/8.3	Non-Conforming Sheet	Office	1 Year	Administrator

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Quality Manual	ISO 9001 clause	9
	Sub Section No	9.1.1
General (Evaluation/Assessment Faculty/Staff)	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
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STAFF EVALUATION

The institute recruit's faculty & Instructors purely as per directives & guidelines as laid down by Indian Administrators. Prime Objective of Institute is to ensure recruitment of duly qualified people meeting minimum standards as required by DGS Office. These Teachers-Faculty etc. are assessed from time to time (once in a quarter) on their performance, ability, delivery & knowledge on the subject. The institute has prepared a Performa titled 'Evaluation Sheet for Faculty & Instructors'. Objectives are:

- Faculty has prepared his lecture on the subject as plotted in the course time table/training Program,
- Faculty-Trainer has the lesson Plan, relevant training aids, CD's, Videos to cover the syllabus,
- To ensure subject is covered as per time table,
- Trainer is capable to conduct the class in a well-organized, Planned & in a Disciplined manner meeting the needs of the students,
- To improve the present standard by advising him on the grey areas.

Monitoring:

Faculty is advised to monitor following during conduct of classes:

- All students in class and same displayed on white board,
- All relevant training aids used by faculty,
- He is to proceed/conduct class as per lesson plan provided to him

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UNDER PERFORMER

Evaluation officer during class evaluation if he observed any short coming in delivering of lecture or knowledge of faculty/Instructor on that particular subject which is being taught is not up to the level same faculty/instructor is given time to improve his competence and re-evaluate the same member within one month period, and report submitted to Executive Director.

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Reporting:

On completion of assessment, evaluating officer to complete assessment sheet. He is to endorse the same with his recommendations. In addition to this he is to advise the faculty accordingly and take his initials on the report.

The assessment sheet is submitted to ED's office.

Counseling:

- a) At the time of admission individual original documents are checked and verified.
- b) Medical fitness certificate from the DG approved doctor is checked.
- c) Passport is checked and verified from the matic certificate.
- d) Records of admission fee paid are checked.
- e) Date of Birth is checked from matic certificate and verified.
- f) In case of SC/ST age relaxation certificate is checked and verified.
- g) School verification for matic certificate.
- h) N.O.C from Police Station.

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After checking of above said documents the student is enrolled in course and allotted class room and hostel room.

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	Sub Section No	9.1.2
Documented Information	Revision No. Date	01 ,10 th Jan 2013
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Feed-Back on On-Board Training of Cadets/Ratings

Name: _____

Vessel: _____

Rank: _____

Date: _____

	Excellent	Very Good	Good	Average
a. General Behavior	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Understand & Comply with Standard Orders-Work Assigned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Comply with Timings-Routine On Board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Compliance with Safety-Security Awareness-Commitment to Same	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Sobriety - Use of Drugs-Alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Appearance: Personal Hygiene, Cleanliness & Dress Code	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Co-operation-Communication Skills - Able to work as Team.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Initiative: Work followed Through to Completion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. ATTENDANCE-Punctuality: Maintaining Work Schedule, Keenness to work Extra	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>





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- j. Working under Stress: Working
Under exceptional Circumstances

Remarks (if any) _____

Sign (Company Superintendent):

Name:

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Approved by: Chairman:





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Quality Manual	ISO 9001 clause	9
	Sub Section No	9.1.3
Monitoring, Measurement, Analysis and Evaluation	Revision No. Date	01 ,10 th Jan 2013
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Continuous Assessment of Pre-Sea trainees to be conducted & Performance of trainees to be measured:

- Students are to be assessed on course syllabus only,
- At end of every Assessment, Trainees to be ranked as per their performance,
- Students ranked below average to be paid special attention in raising their standards,
- Extra Classes to be provided to students below average standard.

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Student Performance:

The institute has installed a continuous assessment of performance of students of Pre-Sea Courses as detailed below:

- a. **Continuous Assessment of Performance (Pre-Sea Courses):** The Institute has a system to conduct tests every three weeks of training through written examinations on the syllabus covered in the tenure of those three weeks and records are to be kept,
- b. **Review Test:** The review tests are to be conducted after completion of every six weeks of training on the syllabus covered during those six weeks only, *Online Exam*
- c. **STCW-2010:** On final day of respective modular course, in the form of a written test & Participants scoring more than 60% are issued with course completion certificate. Week students are ~~re-examined~~ through oral tests and on accomplishing-measuring satisfactory standard; they are issued with course completion certificates.

Internal Assessment:

The institute conducts internal assessment tests for respective pre-sea courses as per DG Shipping, Board of Examination & Indian Maritime University & the Results are forwarded to them in their respective formats to incorporate in the final results.





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The institute ascertains the forwarding of results to the parents through SMS - A System powered by Voda phone - Campus Connect (Outsource Agency) only for Pre-Sea Courses.

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Quality Manual	ISO 9001 clause	9
	Sub Section No	9.1.3 (a)
Analysis of Data	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
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The company has identified and collected following data for analysis and demonstrating suitability and effectiveness of QMS:

1. Achievement of Quality Policy & Objectives,
2. Minutes of MRM,
3. Student Feedback & Complaints,
4. Suppliers Performance,
5. Conformity to Educational Requirements (Inspection & Test Records),
6. Summary of NCP,
7. Internal Audit Records,
8. Records of Corrective & Preventive Actions.

These Records are analyzed in Meeting (Part of MRM) to identify areas where continual improvement in the effectiveness of QMS can be done.

MR is overall responsible for the analysis of data initiation of appropriate continual improvement action.

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Quality Manual	ISO 9001 clause	9
	Sub Section No	9.1.3 (b)
Monitoring, Measurement, Analysis and Evaluation	Revision No. Date	01 ,10 th Jan 2013
	Revision No. Date	02 ,16 th Aug 2016
	Revision No. Date	03, 06 th June 2020
	Page 2	

Procedure of conducting online examination

All maritime training Institute approved by the DG Shipping in India are monitored by the Directorate General of Shipping in term of education, training and assessment as per the existing directives and orders of the administration during scheduled/surprises or annual audits/inspections.

1. Institute has developed system to carry out classes online including monitor, execute and assess the examination process.
- 1.2. Teachers and Students are educated to upload their hand written documents through Assignment link available for both, (teachers and students on the online system)
2. To examination forms the part of syllabus and mandatory to conduct on the syllabus covered till mid time of course.
 - 2.1. These examination can also be considered as a real exercise of the Final examination.
 - 2.2. The Mid-term examination could not have conducted view of ongoing Covid 19 threats on scheduled time. Now it is decided to erect an on line system for Mid-term Examination..
- 2.3. All eligible students of Pre Sea & STCW courses to attend the examination.
3. Time table of examination showing date subject and time shall be promulgated through time table.
4. Faculty can upload question paper through their own assignment link just before of commencement of the Examination.
 - 4.1. Students shall use white/liner white paper for writing-answers and upload only hand written scripts through assignment link.

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4.2. Hard copy of the answer sheet shall be downloaded and hand over for checking/evaluation to respective faculties.

5. This system has already incorporated in Manual of Quality Management System (QMS).

6. No separate examination shall be conducted for the left over/absent students.

6.1. Copying in any form shall not be permitted and defaulters examination considered as cancelled and allotted cypher marks.

6.3. A link of this Online Teaching System is available with DG Shipping and Indian Maritime University, hence the invigilators and students to remain cautious of their entry at any time.

8. Daily class via online shall remain intact soon completion of the examination for DNS and GP Rating course.

This is for strict compliances for strict compliances by all concerns.

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	Sub Section No	9.2.1
Internal Audit	Revision No. Date	01 , 10 th Jan 2013
	Revision No. Date	02 , 16 th Aug 2016
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Criteria to Ensure that Process of Internal Auditing is Effective:

Effectiveness of Operation & Control on Process (Internal Auditing) is reviewed through Periodic Internal Audits by Consultant / Internal Auditor. In addition to this Director Informally Reviews and Monitors that:

- Internal Audits are conducted as per plan,
- Time bound corrective action are taken against Internal Audits NCR,
- Actions taken are effective,
- NCR's identified in Internal Audits are not of Repetitive Nature,
- Number of NC's identified by Second party/Third Party Auditors are less than those identified by Internal Auditors/Consultants,
- Records will be kept for any Non-Conformity observed during any such informal review, in internal audit NCR Format.

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Process:

WORK DONE	RESPONSIBILITY
Handover one copy of the NCR to the auditee for Necessary Corrective-Preventive Action	Internal Auditor/Consultant
Submit original NCR to MR	Internal Auditor/Consultant
On Completion of The Corrective Action, Inform MR for Initiating Closing Action	Head Auditee Department
Depute a Trained Auditor to Verify The Corrective Action & Closing the NCR (Try to send for Auditor who has done Initial Audit)	MR
Conduct Audit & if The Corrective Action is satisfactory, Close NCR, else Raise New NCR, giving Reference of	Internal





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Previous NCR	Auditor/Consultant
If no Non-Conformities are found during an audit as per the Check-List (ISO Standard & Relevant documents don't dig for NCR), Close the Audit, saying The samples evaluated were found complying with The Standard Requirements, however, it is not 100% Audit.	Internal Auditor/Consultant

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Quality Manual	ISO 9001 clause	9
	Sub Section No	9.2.2
Briefing for the Auditor	Revision No. Date	01 , 10 th Jan 2013
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Briefing for the Auditor

Institute has planned Internal Audit on _____. Under mentioned auditors are requested to be seated in conference room on _____ at _____ hrs for briefing as mentioned against their area of concern.

Area	Auditor	Ref.	Observation	Remarks
Deck Laboratories/Work Shops		DGS Guidelines	Equipment/Quantity /Operational/Non-Operational	
Store/Office/Infrastructure		DGS Guidelines	Inventory/Vendor>List/ Quotation List/Sub Vendors List/Infrastructure	
Competency Courses		DGS Guidelines	Teaching Aids/ Equipment's/Time- Table/Instructor Log/Attendance/Questionnaire	
Engineering Laboratories/ Work Shops		DGS Guidelines	Equipment/Quantity /Operational/Non-Operational	
Advance Modular Courses		DGS Guidelines	Class Room & Practical Training Equipment's/ Training Programme/Lesson Plan/ Attendance/Questionnaire/Certificate Issue	



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			Record.	
STCW Basic/Refresher Courses		DGS Guidelines	Teaching Aids/ Training Equipment's/Time-Table/ Lesson Plan/Instructor Log/Attendance/Evaluation/ Questionnaire/Certificate Issue Record.	
Top Management			Internal Audit/MRM/ Document Control/Training	

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Quality Manual	ISO 9001 clause	9
	Sub Section No	9.3.1, 9.3.2, 9.3.3
Management Review	Revision No. Date	01 , 10 th Jan 2013
	Revision No. Date	02 , 16 th Aug 2016
	Page 1 of 2	

General:

Top Management reviews the Organization's Quality management system, at least once in 6 Months, to ensure its continuing suitability, adequacy & effectiveness. These reviews assess opportunities for improvement and need for changes in QMS, including quality Policies & Objectives.

- The Participants in the management Review Meeting (MRM) are: Director, Executive Director, MR, Officers & Instructors.
- Director may permit any other person to attend MRM as invitee/guest,
- Records of MRM will be kept in Form F01/5.6. These minutes will be approved by Director & are accessible to Participants for timely action on various Identified Points.

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Review Input:

The Inputs to Management Review include information on:

- Customer satisfaction and feedback from relevant parties
- The extent to which quality objectives have been met
- Process performance and conformity of products and services
- Non-conformities and corrective actions
Monitoring and measurements results,
- Status of Corrective & Preventive Actions,
- Results of Audits,
- The performance of external providers

Review Output:

Top Management should ensure that specific actions are identified for improvement in the education, effectiveness of QMS & Its Processes. Resources for effective Implementation & Improvement of QMS should also be defined.





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MR is responsible for monitoring the process and completion of various actions decided in MRM in the planned time frame.

Criteria to ensure that Management Review Process is effective:

- Effectiveness of Operation & Control on Process (Management Review) is reviewed through periodic Internal Audits by Consultant/Internal Auditor. In addition to this, Director informally reviews and monitors that time bound Management Review action points are being achieved,
- Records will be kept for any Non-Conformity observed during any such informal reviews in internal audit NCR format.

Records:

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<u>Doc. No.</u>	<u>Title</u>	<u>Location</u>	<u>Retention Period</u>	<u>Disposal Authority</u>
F01/5.6	Minutes of MRM	Main Office	01 Year	Director

Approved by: Chairman:





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	ISO 9001 clause	10
Quality Manual	Sub Section No	10.1
	Revision No ,Date.	01,10 th Jan 2013
Improvement	Revision No ,Date.	
	02,16 th Aug 2016	
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Continual Improvement:

The Company is continually improving the effectiveness of the Quality Management System through the use of Quality Policy, Quality Objectives, Audit Results, Analysis of Data, Corrective & Preventive Action & Management Review.

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Corrective Action:

The Company has established a Documented Procedure (Given Below) to initiate Corrective Action to prevent recurrence of Non-Conformities (Including Customer Complaints) and eliminate causes of Potential Non-Conformities.

Description:

Activity	Responsibility
Whenever any Non-Conforming Education is observed, to enter Relevant Details in Non-Conforming Sheet F01/8.3	MR to ensure
Investigate the causes of Non-Conformity & Record reason for same in F01/8.3	MR to ensure
Discuss results of investigation with concerned personnel & Determine Corrective Action to be taken	MR to ensure
Record Corrective Action in F01/8.3 & advise concerned personnel for taking the Corrective Action	MR to ensure
Review F01/8.3 every month & ensure that the type of Non-Conformity is not recurring	MR to ensure
Customer Complaints	
Receive Student Complaints & Record in Chronological Order in F01/8.3	DIRECTOR
Bring the Complaint to the notice of DIRECTOR	DIRECTOR
In case the Complaint Pertains to Technical Feature & Performance, same is communicated to concerned Lecturer for initiation of appropriate action	DIRECTOR



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Monitor actions taken by concerned person, & close complaint if action taken is effective	DIRECTOR
Update complaint register for each action taken till closure of complaint	DIRECTOR
Prepare summary of Customer Complaints for Discussion in MRM	DIRECTOR

Preventive Action:

The Company has established a Documented Procedure (Given Below) to initiate Preventive Action to eliminate causes of Potential Non-Conformities. Preventive Action taken is appropriate to the effects of the Potential Problem.

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	Sub Section No	10.2.1
Improvement (General)	Revision No. Date	01 , 10 th Jan 2013
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SHOW CAUSE NOTICE

Show cause notice No _____ Dated _____

Name: _____ Position _____ date of joining _____

Present status of job; Active/Suspended/terminated/ Absent without leave/or as specific _____

1. The employees/consultants are recruited/appointed as per the orders/guidelines of the Directorate general of Shipping, Ministry of Shipping, Govt. of India purely on the merits and expected to perform their duties as per the specification of their qualification and ranks.
2. The employees/consults are expected to meet the requirements of the institute in terms of teaching/demonstration and administration.
3. The appointed staff is responsible for the safety, security and maintenance of the internal and orders as issued time to time by the Indian maritime administration and the institute.
4. It is observed that the above named could not perform/found under performer/absent or low caliber in discharging his assigned professional duties in terms of _____





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5. You are hereby informed to reply the same within 03 days from the issue of this notice in writing explaining the reasons true to your knowledge, trust and belief in the office of the undersigned.
6. In case no reply within the stimulated time, ex party decision will be taken including the permanent removal of the jobs and legal action as needed/ suits to the institute.

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Date :

Executive Director

Place : New Delhi

Copy to : Chairman, for info
Training Coordinator
Head of the Institute

Revised & Approved By: Chairman

Signature:





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Quality Manual	ISO 9001 clause	10
	Sub Section No	10.2.1,10.2.2 (a)
Grievance and Redressed System(Nonconformity and corrective action)	Revision No. Date	01 , 10 th Jan 2013
	Revision No. Date	02 , 16 th Aug 2016
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Sriram Institute of Marine Studies is totally committed to impart best training, and to provide best environment and infrastructure to students of all its courses. To ensure the above, the Institute has erected a System called, 'Grievance and Redressed Mechanism System'. A box marked with objectives has been installed near Faculty Room, on Ground Floor, Main Alleyway. A Register is also marked to log the same and to take necessary actions through proper channel. Students are permitted to submit their grievances in writing only. No unanimous request is considered to avoid the flooding of irrelevant issues. The Request/Grievance should be duly signed by The Applicant. Following is adhered to:

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- a. The Institute has a Committee called 'Discipline Committee (DISCO)' headed by one of the Senior Faculty Member nominated as In-Charge of DISCO. He is assisted by an Instructor nominated as Discipline in-charge, who is custodian of all documents/books concerned to the above,
- b. Grievance Redressed Box is opened on every Saturday by Discipline in-charge in presence of One Senior Faculty or Member of DISCO and endorsement are done by them to this effect in the Grievance Register,
- c. All Grievance found in Grievance Box is logged in Grievance Redressed Register and he same is forwarded to Head of Institute along with Grievance,
- d. The Head of Institute is to scrutinize the issue, write his opinion & forward to The Executive Director for further advancement views. Same is then reviewed by him and sent to Chairman for final Disposal/ Action,
- e. Finally, The Chairman goes through the recommendations/actions as advised by The Head of Institute and The Executive Director. He discusses the issue with his Deputies-Directs them for action in Writing, as the case may be. The applicant is informed on the actions and measures taken by The Institute.
- f.

Approved by: Chairman:

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Quality Manual	ISO 9001 clause	10
	Sub Section No	10.2.1, 10.2.2 (b)
Control of Non-Conforming Education	Revision No. Date	01 , 10 th Jan 2013
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The Company has established a system to ensure that the educational procedures that do not conform to the specified requirements is prevented from unintended use and not provided to the students.

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Description:

Activity	Responsibility
Identify the NCP at all stages - Receipt till Dispatch - as Mentioned in Sub-Section 8.5.1/8.5.2	Administrator
Identify & Segregate the NCP wherever possible for evaluating the Nature & Magnitude of Non-Conformity	Administrator
Evaluate the Nature & Magnitude of NCP & Decide on its Disposal	Administrator
Record 'Details of Non-Conformity', 'Repairs and Disposal Decisions' in sub section 8.5.1/8.5.2.	Administrator
When NCP's are reworked, re-inspect them to verify that they meet the specified requirements. Maintain records of re-validation.	Administrator
Prepare a summary of NCP's for Discussion in The Monthly Meeting	Administrator

Approved by: Chairman:





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Quality Manual	ISO 9001 clause	10
	Sub Section No	10.3
Continual Improvement	Revision No. Date	01 , 10 th Jan 2013
	Revision No. Date	02 , 16 th Aug 2016
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We M/S Sriram Institute of Marine Studies has established, document, implementation and maintaining quality management system and continually improve its effectiveness in accordance with the requirements of the international standard.

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To Achieve Target Institute follow following procedure

Identify the processes needed for quality management system and their application throughout the organization

-Determine the sequence and interaction of these processes -Determine the criteria and methods needed that both the operation and control of these processes are effective

-Ensure the availability of the resources and information necessary to support the operation and monitoring of these processes

-Monitor, measure and analyze these processes -Implement actions necessary to achieve planned results and continual improvement of these processes.

·The Institute continually improves the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data

, corrective and preventive actions are taken and same is discussed in management review meeting

Top management is committed for the development and implementation of the quality management system and continually improving its effectiveness.

Continual improvement of the effectiveness of the quality management system is included in the quality policy. Also management review which is carried out at planned intervals; include the assessment of opportunities for improvement and the





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need for changes to the quality management system, including quality policy and quality objectives

· The Management plan and implement the monitoring, measurement, analysis and improvement processes needed to demonstrate conformity of the product, to ensure conformity of the quality management system, and to continually improve the effectiveness of the quality management system

. This include determination of applicable methods, including statistical techniques, and the extent of their use . · Management continually seek to improve the effectiveness and efficiency of the processes of the organization,

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Quality Manual

Sub Section No

Annexure A

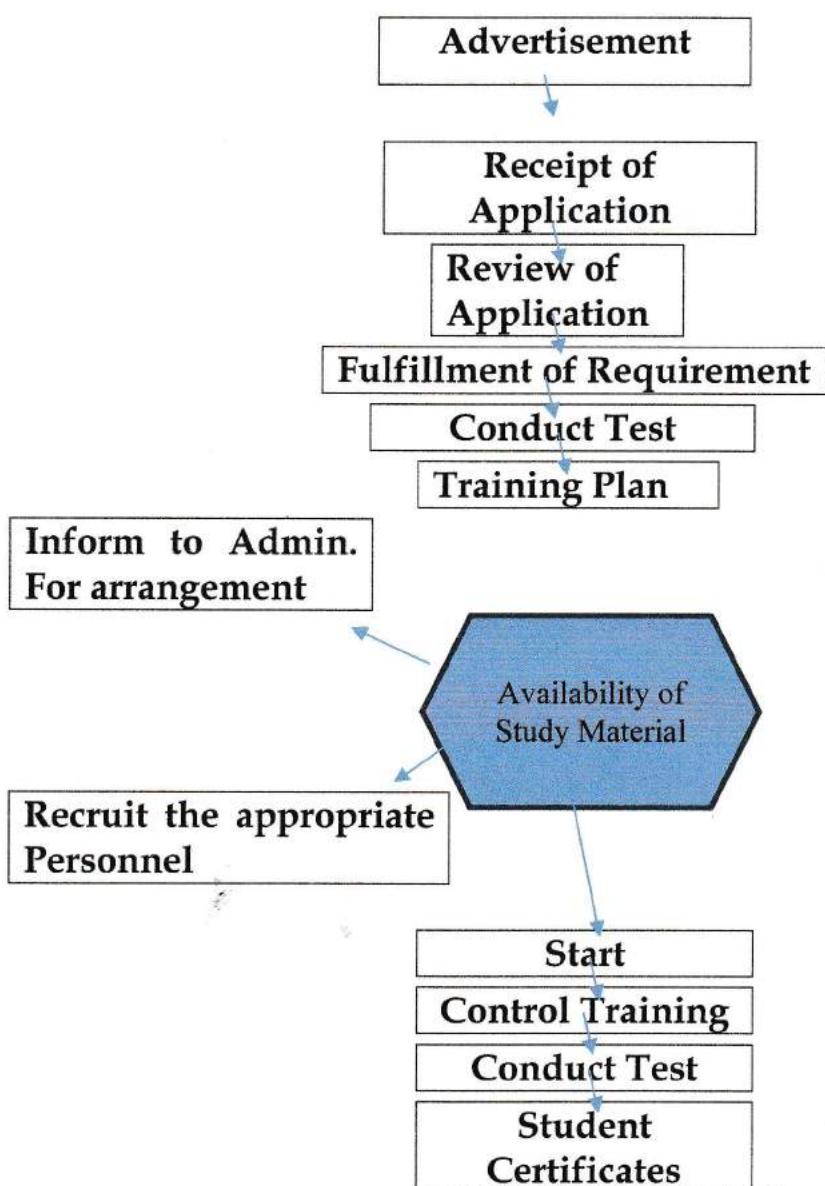
Ref. ISO 9001 clause

Processes and their Interaction

Revision No.

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- 1) Ensure Document Control for the all the processes.
- 2) Keep record of various processes.
- 3) Competent Personnel assigned for processes affecting Quality.
- 4) Non – Conformity identified at various stages, root cause analyzed & appropriate.
- 5) Student complaints resolved.
- 6) Carry out preventive maintenance.
- 7) Use Calibrator, for monitoring and measurement.
- 8) Carry out Internal Audit.
- 9) Carry out Management Review.

Approved by: Chairman:



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