



29<sup>th</sup> OCTOBER, 2024

## A REPORT ON AN EXPERT TALK:

*“Quality Management System and its Requirement for ISO: 9001”*

(IN ASSOCIATION WITH FACULTY OF COMMERCE & FACULTY  
OF BUSINESS MANAGEMENT)

by

**Mr. Ranjan Kumar**  
**Ex-General Manager (CMPDI)**  
**Faculty at IICM Ranchi**

**ORGANIZED BY**

**IQAC, SARALA BIRLA UNIVERSITY**  
**In Association with: Faculty of Commerce and Faculty of**  
**Business Management, Sarala Birla University, Ranchi**  
**Date: 29<sup>th</sup> October, 2024.**  
**Room No. A1-603**  
**SARALA BIRLA UNIVERSITY**

Internal Quality Assurance Cell (IQAC), Sarala Birla University (SBU) organized an insightful expert talk on " Quality Management System and its Requirement for ISO: 9001" on October 29, 2024, at 11:30 AM, in association with Faculty of Commerce & Faculty of Business Management bringing together academia and administration to address the pressing challenges and standards in university accreditation through Quality Management System and its Requirement for ISO: 9001 Standards.

The event featured prominent industry leaders and expert, focusing on the role of quality assurance and accreditation as essential components of institutional excellence in higher education. The event, presided over by Professor Gopal Pathak, Director General, brought together distinguished personalities including Professor S.B. Dandin, Vice-Chancellor SBU Ranchi and Dr. Sandeep Kumar, Director of the Internal Quality Assurance Cell (IQAC) and Dean of the Faculty of Commerce. The keynote expert for the event, Mr. Ranjan Kumar , Ex-General Manager (CMPDI) Faculty at IICM Ranchi enriched the discourse with his expertise and extensive experience in ISO cetification processes.

The event opened with remarks from Ms.L.G.Honey Singh, Assistant Professor at Faculty of Commerce SBU, who set the stage for an engaging and informative introduction of the speaker. Following her opening, a small felicitation process was done to honour the speaker Mr. Ranjan Kumar by presenting with a memento by the dignitaries.





Dr. Sandeep Kumar (Director IQAC and Dean Faculty of Commerce SBU Ranchi) delivered a warm welcome address. He greeted the esteemed speakers, faculty members, and students, emphasizing SBU's commitment to academic excellence and quality enhancement in line with the evolving standards of higher education.



The Hon'ble Vice Chancellor of SBU Ranchi, Professor S.B. Dandin, followed with a motivational address. He highlighted the importance of robust quality management systems for universities and industries alike, pointing out that adherence to ISO 9001 not only promotes operational efficiency but also builds a culture of continuous improvement.





Further insights were shared by the Hon'ble Director General of SBU Ranchi, Professor Dr. Gopal Phathak, in his keynote addresses and who underscored how ISO standards serve as a global measure for quality and help organizations remain competitive. He encouraged the participants to integrate quality management principles into both academic and administrative practices. He has quoted the examples of TATA and Birla Group how they incorporated quality in culture from top. He has also emphasised on Financial Scenario and its impact on total quality management.



Drawing from his presentation slides, Further he emphasised on standards of management system, clauses of ISO 9001:2015, potential benefits of Quality management system and Plan Do Check Act (PDCA) cycle. Mr. Ranjan Kumar, with his extensive experience, offered a comprehensive overview of the ISO 9001 standards and quality management systems. He elucidated the key requirements of ISO 9001, such as customer focus, leadership, engagement of people, and continual improvement. His session included practical examples and case studies, which helped attendees understand the application of these standards within both commercial and educational institutions.

He also discussed the impact of ISO 9001 on organizational performance, employee involvement, and customer satisfaction, emphasizing the need for commitment at all levels of an organization to successfully implement quality management systems.



The event concluded with a vote of thanks by Dr Nitya Garg, Coordinator IQAC. She has expressed gratitude to the guest speakers and participants, highlighting that such expert talks serve as essential platforms for knowledge sharing, collaborative thinking, and quality enhancement. He extended thanks to Mr. Ranjan Kumar for his expert insights and all the dignitaries who contributed to making the session an enriching experience.

This event provided a comprehensive understanding of quality management systems and ISO 9001 standards, equipping attendees with actionable insights for implementation. Participants left with an enhanced perspective on the importance of continuous quality improvement and the role it plays in ensuring both academic and institutional excellence.

Overall, the event was a remarkable step towards instilling a culture of quality and excellence at Sarala Birla University, and it underscored the commitment of the university's leadership and faculty towards achieving this goal. This expert talk was a testament to SBU's commitment to aligning with national and international standards in higher education. By hosting discussions on accreditation requirements and quality assurance, SBU aims to reinforce its academic framework and position itself as a leader in the educational sector. Through ongoing initiatives like this, SBU continues to foster an environment that prioritizes continuous improvement and adherence to accreditation standards, thereby enhancing its reputation and the

educational experience it provides. The event marked a successful exchange of knowledge and reinforced SBU's dedication to quality education and institutional advancement.



The event was attended by Dr Arohi Anand, Ms LG Honey Singh, Ms Sweta Kumari, Mr Animesh Sarkar, Mr Shreya Bharti and other faculty members from commerce and business management. The event, which was attended by students of MBA, M.COM., MA Economics. Pro-Chancellor CA.B.K. Dalan & Dr. Pradip Kumar Varma (Director Campus Development and Planning) gave their best wishes on this occasion.

## Media Coverage







Internal Quality Assurance Cell (IQAC),  
Sarala Birla University, Ranchi  
in association with  
Faculty of Commerce & Faculty of Business Management  
*organizes*

## **"Expert Talk"**

**Quality Management System and its requirement for ISO-9001**



*Resource Person:*

**Mr. Rajan Kumar**

Ex-General Manager, CMPDI and  
Faculty at IICM, Ranchi

📅 29<sup>th</sup> October 2024,  
Tuesday  
🕒 11.30 am onwards  
📍 Room No. 603,  
Academic Block-1,



**BIRLA**  
**UNIVERSITY**