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**ADIKAVI NANNAYA UNIVERSITY  
QUALITY MANAGEMENT SYSTEM**

**RISKS AND OPPORTUNITIES**

**DOC NO.: AKNU/QMS/R&O**

**ADIKAVI NANNAYA UNIVERSITY  
RAJAMAHENDRAVARAM**





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Revision No : 01  
Sheet : 01 of 02  
Effective Date : 07.05.2022

**ADIKAVI NANNAYA UNIVERSITY  
ISO 9001:2015 Quality Management System**

**TITLE: RISKS AND OPPORTUNITIES RELATED TO EXTERNAL ISSUES**

Sl.	External issue	Risk	Potential Root Cause	Existing Controls	Relevant Quality Objective	Risk Assessment (Effect on Quality Objective)			Additional controls	Action Plan for additional controls	Opportunities	Action Plan for opportunities
						LOW	MEDIUM	HIGH				
1	Compliance to requirements of statutory and regulatory bodies / authorities such as UGC, AICTE, etc.	Deviation to requirements leading impact on offering courses	Due to not capturing requirements and monitoring the same	Processes : AKNU/PCS/14, AKNU/PCS/ 16 Adherence and monitoring requirements Review by Principals	To provide quality education. To develop state of art infrastructure and well endowed faculty	✓						
2	Quality Management System Certification	Not able to claim QMS based on International Standards	Not fulfilling the Management System requirements	QMS based on ISO 9001:2015	All Quality Objectives	✓						
3	Meeting requirements of Industrial firms for consultancy	Not able to satisfy industry customers	Due to not having monitoring of consultancy	Processes : AKNU/PCS/14, AKNU/PCS/ 16 Synergic relationship with industry	To promote research & consultancy							
4	Intracation with other universities / Research Industries	Compliance with the equipments of other agencies	Non-availability of knowledge of other's work culture	IQCAC and review committees	To promote research and consultancy. To establish strong colobration with		✓		Capturing communication requirements	Communication matrix		
5	MOUs with Research Institutions	Lack of monitoring on Technology transfer and delaying funds	Not meeting the expectations and needs	Review committees	To promote research and consultancy	✓						
6	Fulfillment of funding agencies requirements	Not complying with FA requirements	Not getting timely inputs from administration	Review committees	To develop state of art infrastructure and well endowed faculty	✓						
7	Granting affiliation to colleges and monitoring	Deviation to UGC / AICTE/APSCHE requirements	Due to not monitoring functioning of affiliated colleges	Inspections by committees and vigilance by CDC Processes : AKNU/PCS/06	To provide quality education		✓			Periodic inspection		
8	Procurement of materials and availing services from external providers (suppliers)	Not meeting AKNU requirements	Due to not having structured procurement system	Purchasing Processes : AKNU/PCS/10	To provide quality education	✓						
9	Promotion of games Sports among students at national & International level	Lack of national recognized athletes / sports persons	Lack of students training inclination towards sports	Physical education courses in circulation	To provide quality education	✓						
10	Pandemics and natural calamities	Covid 19 or other Infections due to exposure to external persons (Statutory and regulatory office, etc.). Natural disasters like cyclones etc.	Due to not taking precautions or not following instructions from competent authorities like government, Cyclone warning centers etc.	communication of pandemic Dos & Don'ts Ensuring necessary Facilities / Infrastructure Conducting online classes Creating	To provide quality education		✓		Monitoring of Covid 19 or other infection cases Continuous awareness on Covid 19			

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**ADIKAVI NANNAYA UNIVERSITY**  
**ISO 9001:2015 Quality Management System**

Revision No.: : 01  
Sheet : 01 of 01  
Effective Date : 07.05.2022

**TITLE: RISKS AND OPPORTUNITIES RELATED TO INTERNAL ISSUES**

Sl.	Internal Issue	Risk	Potential Root Cause	Existing Controls	Relevant Quality Objective	Risk Assessment (Effect on Quality Objective)			Additional controls	Action Plan for additional controls	Opportunities	Action Plan for opportunities
						Low	Medium	High				
1	State of art infrastructure	Not meeting students / industry requirements	Due to not upgrading infrastructure	Monitoring / upgrading Laboratory infrastructure by the Dept./College PROGS565	To develop state of art infrastructure and well endowed faculty	√						
2	Fulfillment of needs and expectations of students	Not achieving desired customer satisfaction	Not capturing needs and expectations of students	AKNU/PCS/08 AKNU/PCS/14 AKNU/PCS/17 Reviews by Principals and Dent_Heads	To provide quality education.		√		Analysis of feed back from students and actions	Analysis and actions by Dept. Heads / Principals		
3	Attracting International students	Variable to present University to the National and International level	Funding & Motivation	Processes : AKNU/PCS/14, AKNU/PCS/16 State of art infrastructure and well endowed faculty	To provide quality education	√						
4	Attracting high ranking merit students	Not able to admit high quality students	Due to not able to provide good placements Admissions through state wide entrance tests	Processes : AKNU/PCS/01 State of art infrastructure and well endowed faculty	To provide quality education	√						
5	Library facility	Not providing adequate literature inputs to students and faculty	Due to not having adequate infrastructure	E-library Processes : AKNU/PCS/05	To provide Quality Education	√						
6	Interdisciplinary Research	Inadequate research work	Coordination and communication gap	Processes : AKNU/PCS/07	To Promote research & Consultancy	√		Nominating control authorities from other Universities	Continuous monitoring	Improving the University ranking Increasing in the research activities		Monitoring by the Depts.
7	Academic Audit	Deviation to regulatory requirements	Due to not having inspection / audits	Audits are conducted yearly once	To develop state of art infrastructure and well endowed faculty	√						
8	Improvement of Infrastructure Laboratory facilities	Not able to provide education suiting current industry requirements	Due to not having adequate infrastructure	Monitoring / upgrading Laboratory infrastructure by the Dept./College	To provide Quality Education		√	Continuous upgradation of Laboratory facilities	Annual budget & Monitoring by Depts.			
9	Strengthen the Department Alumni Association	Not responding to Alumni requirements in time	Due to not having interaction	Alumni Association and interaction	To establish strong collaboration with Industry & Society	√						
10	Improvement Communication	Not communication required information in time	Due to not capturing communication requirements	Communication requirements capturing by the Dept./College	To Promote research & Consultancy		√	Communication matrix	Monitoring by the Dept. College			
11	Faculty competence	Not able to meet students / regulatory requirements	Due to not having qualified faculty / upgrading skills	Recruiting competent faculty Faculty Development programmes Attending seminars / work shops	To provide Quality Education	√						
12	Zero tolerance / ragging free university	Demotivated students	Due to not having system to avoid ragging	Antrraging committees and strict vigilance	To provide Quality Education	√						
13	Plastic free/ environmental friendly University	Environmental Pollution	Lack of awareness among stake holders	Programmes like Swacha Bharath, Clean & Green	To establish strong collaboration with Industry & Society	√						
14	Monitoring performance of dept./college	Not able to meet dept. objectives / targets	Due to not defining objectives / targets and monitoring the same	Periodical Meetings	To provide Quality Education To establish strong collaboration with Industry & Society		√		Review and updation of Quality Performance objectives	Monitoring by Depts.		
15	Hostel functioning	Not able to meet students / regulatory requirements	Due to not having monitoring system	Hostel functioning committees / Wardens	To develop state of art infrastructure and well endowed faculty	√						
16	Usage of teaching aids / tools	Not able to meet students / regulatory requirements	Not using teaching aids / tools suiting current environment	Adequate infrastrure	To develop state of art infrastructure and well endowed faculty		√					
17	Strengthen women Redressal & grievance cell	Widening of gender inequalities	Lack of awareness	Grievance	To provide quality education	√						
18	To encourage staff to conduct national international workshops, conferences etc	Not upgrading knowledge at par with current industry requirements	Due to not participating in work shops / conferences	Conducting attitude workshop / Seminars etc	To promote Research and consultancy	√						

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TITLE: RISKS AND OPPORTUNITIES RELATED TO INTERNAL ISSUES

Sl.	Internal Issue	Risk	Potential Root Cause	Existing Controls	Relevant Quality Objective	Risk Assessment (Effect on Quality Objective)			Additional controls	Action Plan for additional controls	Opportunities	Action Plan for opportunities
						Low	Medium	High				
19	Fulfillment of social needs through socio-economic development activities	Lack of awareness in public / Lack of public perception	Not conducting enough awareness programmes	Extra circular activities	To establish strong collaboration with Industry and Society	√						
20	Covid 19 Infection	Infection to the employees and students at the work place	Due to not taking necessary precautions	Communication of Covid 19 - Dos & Don'ts Ensuring necessary Facilities / Infrastructure Conducting online classes	To provide quality education		√		Monitoring of Covid 19 infection cases. Continuous awareness on Covid 19 Management Guidelines / Precautions			



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**ISO 9001:2015 Quality Management System**

Revision No. 00

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Effective Date: 07.05.2022

**TITLE: RISKS AND OPPORTUNITIES RELATED TO NEEDS AND EXPECTATIONS OF INTERESTED PARTIES**

Sl.No.	Interested Party	Needs	Expectations	Risks & Opportunities
1	Students	Conducting courses and providing services as per requirements.	Good infrastructure and facilities. Timely response to service requests.	See Risks identified under Sl. 1 under External Issues
2	Industry	Providing services as per agreement / requirements	Coordination with the industry. Prompt response to information.	See Risks identified under Sl. 6 under External Issues
3	Funding agencies	To meet th purpose and requirements of funding agencies.	Contribution to the industry and society	See Risks identified under Sl. 09 under External Issues
4	Statutory /regulatory bodies / authorities such as UGC, AICTE, etc.	Compliance to statutory and regulatory requirements.	Prompt response to communication.	See Risks identified under Sl. 2 under External Issues
5	External providers (Suppliers / Service providers)	Communication on services / materials to be provided.	Long term relationship	See Risks identified under Sl. 11 under External Issues
6	Certification Bodies	Conformance to Management System requirements. Conformance to Certifying Body requirements	Prompt response to communication	See Risks identified under Sl. 5 under External Issues
7	Employees	Timely payment of compensation and benefits.  Suitable work environment.	Encouraging work culture. Growth opportunities. Knowledge enhancement.	See Risks identified under Sl. 15 & 16 under Internal Issues
8	Society, Neighbours and Parents	Emplyment to the local people. Awareness programs. Proper channel for approach regarding any queries related to their children studying in the university colleges	Job opportunities. closer distance to approach. Feed back and Grievence cell for parents	See Risks identified under Sl no.12 in external risks

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TITLE: RISKS AND OPPORTUNITIES RELATED TO QMS PROCESSED

Sl.	Process	Risk	Potential Root Cause	Existing Controls	Relevant Quality Objective	Risk Assessment (Effect on Quality Objective)			Additional controls	Action Plan for additional controls	Oppor- tunities	Action Plan for opportunities
						Low	Medium	High				
1	Admissions	Admissions deviating with AKNU requirements	Due to not having guidelines and monitoring	Processes : AKNUJPCS/01	To provide quality education	√						
2	Teaching	Not meeting students requirements and deviation to AKNU requirements	Due to not having defined system for Teaching and monitoring the same	Processes : AKNUJPCS/02	To provide quality education	√						
3	Examinations and evaluation	Examinations deviating with AKNU requirements	Due to not having system to monitor examinations and evaluation	Processes : AKNUJPCS/03	To provide quality education	√						
4	Design of Syllabus and Curriculum	Not updating syllabus and curriculum as per current requirements	Due to not reviewing periodically	Processes : AKNUJPCS/04	To promote research and consultancy	√						
5	University Central Library	Not providing quality collective of books and services	Due to not upgrading library and monitoring library functioning	Processes : AKNUJPCS/05	To provide quality education To promote research and consultancy	√						
6	Grant of affiliation to affiliated colleges	Deviation to AKNU affiliation requirements	Not monitoring affiliation and performance of affiliate colleges	Processes : AKNUJPCS/06	To provide quality education	√						
7	Research and Consultancy	Deviation to Project / Industry requirements	Due to not reviewing progress periodically	Processes : AKNUJPCS/07	To promote research and consultancy		√					
8	Customer feedback and complaints	Nonfulfillment of requirements of customers and achieving desired customer satisfaction	No mechanism of obtaining feedback and resolving complaints	Processes : AKNUJPCS/08	To provide quality education	√						
9	Control of nonconforming output	Delivery of nonconforming service	Due to not identifying and controlling nonconforming output	Processes : AKNUJPCS/09	To provide quality education	√						
10	Purchasing	Delay in providing materials / services	Not having defined Purchasing system	Processes : AKNUJPCS/10	To provide quality education	√						
11	Risks and opportunities	Not capturing risks and opportunities as per the requirements of ISO 9001:2015 and AKNU	Due to not defining Risks and opportunities process	Processes : AKNUJPCS/11	All quality objectives	√						
12	Documented information	Nonavailability of required documented information for relevant persons Availability of obsolete information	Not having control over documented information	Processes : AKNUJPCS/12	All quality objectives	√						Distribution of Quality Manual and QMS Procedures through soft copy Distribution of PDF read only form through email



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