

**ASHOK INSTITUTE OF HOSPITALITY &  
TOURISM MANAGEMENT**

***QUALITY***

***MANUAL***

**(Based on Std: ISO 9001: 2000)**

<b>AIHTM UNIT OF ITDC</b>	<b>QUALITY MANUAL</b>	Doc. No.ITDC/QM/001
		Issue no 01 Date 30.06.03
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	<b>SR. VP(HRD)</b>	<b>Management Representative</b>

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22	Management Resp.	02	21.08.08	03	09.07.09	Review
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AIHTM	ASHOK INSTITUTE OF HOSPITALITY & TOURISM MANAGEMENT
EDP	EXECUTIVE DEVELOPMENT PROGRAMME
ESP	EXTERNAL SPONSORED PROGRAMMES
GT	GENERAL TRAINEE
KT	KITCHEN TRAINEE
MT	MANAGEMENT TRAINEE
QM	QUALITY MANUAL
WI	WORK INSTRUCTIONS
HRD	HUMAN RESOURCE DEVELOPMENT
PROG's	PROGRAMMES
RDAT	REGIONAL DIRECTORATE OF APPRENTICESHIP TRAINING
ITDC	INDIA TOURISM DEVELOPMENT CORPORATION
VP	VICE PRESIDENT
GM	GENERAL MANAGER
DGM	DY. GENERAL MANAGER
SR. MGR.	SENIOR MANAGER
DY MGR	DEPUTY MANAGER
GD	GRADE

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1. SR.V.P. HRD
2. SR. EXE. CHEF
3. DGM ( HRD)
4. DGM(HRD)
5. SR. MGR.(HRD)
6. SOUS CHEF
7. Dy.MGR – F.O. /IT
8. AM (HRD)
9. EXTERNAL AUDITOR COPY
10. EXTERNAL AUDITORS COPY

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## COMPANY PROFILE

India Tourism Development Corporation (ITDC) is a Public Sector undertaking under Ministry of Tourism & Culture, Govt. of India . ITDC manages Ashok Group of hotels and catering units, Travel Agency and Transport operations, providing duty free shopping at International Airports organising Cultural Entertainment for tourists and providing Consultancy Services and Training for Tourism related projects.

The corporate office is located at SCOPE COMPLEX, CORE8, 7, Lodhi Road, New Delhi 110003 and the regional offices at Mumbai, Chennai & Kolkata. The present scope is limited to the unit of ITDC viz. Ashok Institute of Hospitality & Tourism Management Training (AIHTM).

AIHTM is the nodal training agency imparting training to the large human resources of ITDC with the view to update the knowledge, skill and self development of employees to prepare them to compete internationally.

The following activities are undertaken at AIHTM:

- Programme for external organisations
- Management trainees Training Programmes
- Extending its professional expertise in training consultancy to government as well as private organisations.
- Providing guidance to industrial/summer trainees from different universities and institutes for preparing their project reports.
- Providing training to apprentices
- Providing degree course to BIHBM.

AIHTM headed by V.P.(HRD) who reports to the corporate office C&MD.

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GM (HRD) is supported by facilities in various functions like Front Office. House Keeping, Food and Beverage service and Production Management including behavioural aspects of management and administration finance and accounts in addition to the guest faculties from within the companies and professionals from outside.

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## 1. Scope

### General

AIHTM with its well structured and documented quality management system demonstrates that:

- a) The services of the organisation consistently meets the customer and regulatory requirements.
- b) Aims to enhance customer satisfaction through effective application and continuous improvement of the system and assures conformity to customer and applicable regulatory requirements.

### Application

While developing this Quality Management System all clauses of standard ISO 9001 : 2000 were made applicable except the following clause. The extent and mode of applicability has been addressed against each clause.

**7.5.2 Validation of Processes:** The Organisation is involved in training Activity. There are no processes where the resulting output cannot be verified by subsequent monitoring or measurement. As such this clause is excluded.

**7.6 Control of Measuring and Monitoring Devices** As a training organisation , the activity does not involve use of any measuring devices which requires Calibration. Hence exclusion claimed.

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## 2. Normative References

ISO 9001 : 2000, ‘ Quality Management Systems Fundamentals and Vocabulary ’ has been adapted as normative document. Efforts are made to apply the most recent of the normative document.

Ref: Guidelines- ISO 9001 :2000

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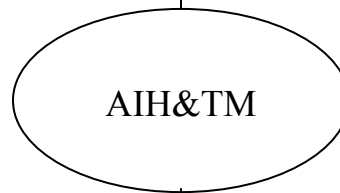
### 3. Terms and Definitions

Most logical “ Supply Chain Terminology ” is used in the system. As derived from ISO 9001:2000 the following terms are used.

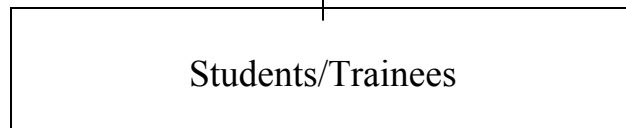
#### Supplier



#### Organisation



#### Customer



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## **4. Quality Management System**

### **4.1 General Requirements**

The following activities are addressed through a well- structured documented system.

- a) Identification and application of processes needed for the Quality Management System through the organization.
- b) Determine sequence and interaction of these processes through flow charts.
- c) Determine criteria to ensure effective operation and control.
- d) Ensure availability of resources and information to support the operation and monitoring.
- e) Monitor, measure and analyze these processes.
- f) Implement actions necessary to achieve planned results and continual improvements.
- g) Adequate control are applied for outsourced services such as External faculties, Securities etc.

### **4.2 Documentation Requirements**

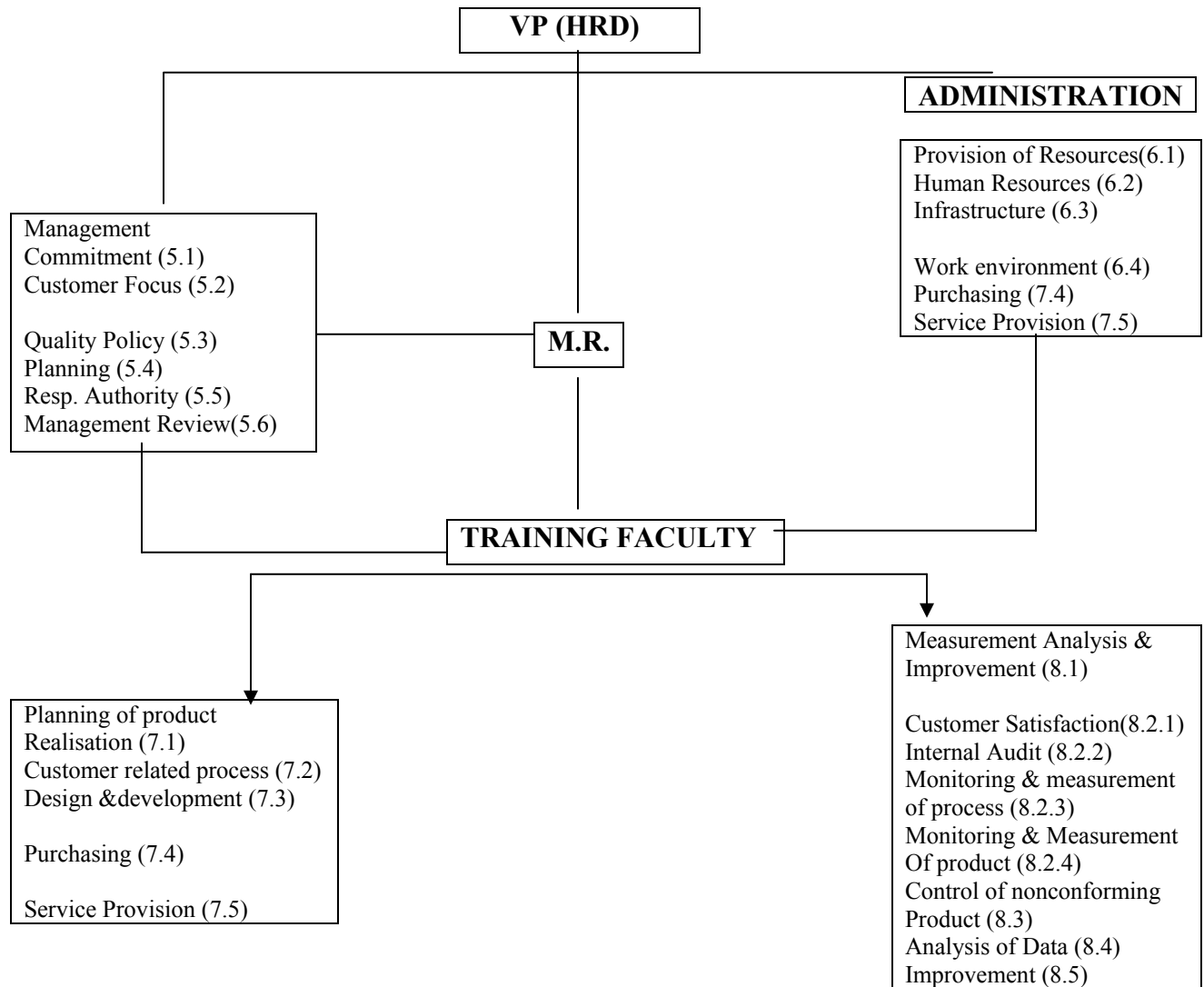
The Quality System meets the requirements of ISO 9001 : 2000 standard and ensures that the product viz. training, imparted to the participants meet the Organisation as well as Individual training needs. The Quality System is defined in a set of documents noted below –

The Quality Management System documents consist of

- a) Statements of quality policy and Quality objectives
- b) Quality manual
- c) Documented processes as per ISO 9001: 2000
- d) Work Instructions / Formats to ensure effective Planning & Control
- e) All records required by the Standard.

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**SEQUENCE OF INTERACTION OF PROCESS (FLOW CHART)**



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#### 4.2.2 Quality Manual

This is the Quality Manual of the AIHTM a unit of India Tourism Development Corporation, New Delhi.

This manual includes details of the quality systems adopted to designing and imparting training , programmes and providing training for the hospitality Industry.

This quality manual includes:

- a) Scope of Quality Management System (1.1)
- b) Application including exclusions (1.2)
- c) Documented procedures
- d) Description of interaction between processes

#### 4.2.3 Control of Documents

##### 1. Purpose

To ensure the control of all documents and data that relates to the requirements of the Quality System and to ensure adequacy and authorized release of these controlled documents. The system also ensures that pertinent issues of appropriate documents are available at the required location and the prompt removal of obsolete documents.

##### 2. Scope

All documents and data pertaining to the Quality System applicable documents of external origin.

##### 3. Procedure

- 1) The authority for approval of all levels of documents is identified. Only those authorized personnel approve the documents prior to issue. A master list of all documents providing the latest status is maintained with M.R. Authority for control activities of various levels of documents and Data is summarized as follows:

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Sl. No.	Name of Documents	Activity of Document Data Control	
		Approval	Issue
1	Quality Manual & System Procedure	GM HRD	M.R.
2	<u>Quality Policy, Objectives</u>	<u>GM HRD</u>	<u>M.R.</u>
3	Work Instructions	Head of Deptt.	M.R.
4	Master List of Documents	M.R.	M.R.
5	Formats	Head of Deptt.	M.R.

- 2) All the documents and Data following the Quality System are identified with proper reference number using an alpha numeric coding system.
- 3) Documents are further identified with Section No. ( wherever applicable), Page Number , issue and Revision Status.
- 4) All the identified Documents and Data at various levels are approved for adequacy by the authorized personnel as above prior to issue. M.R. issues approved documents.
- 5) Specimen Signature of Authorized Signatories for approving and issuing various levels of controlled documents are recorded.
- 6) Copies of these documents are atamped on each page as “CONTROLLED COPY” without any copy. No documentand data of external origin are also stamped “CONTROLLED COPY”.
- 7) The documents issued is valid from the closing hours of date of issue unless otherwise specified.
- 8) A Master list of documents and data is maintained by M.R. to preclude the use of invalid and/or obsolete document

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- 9) The control copyholders are responsible to ensure that the pertinent issues of the documents only are maintained for use and invalid and/or obsolete documents are withdrawn and destroyed.
- 10) All types of stamps/seals used for approving . issuing, controlling and monitoring purposes of various levels of documents shall be controlled by M.R.
- 11) M.R. shall keep one copy of the obsolete documents with proper identification, including date of obsolence.
- 12) If a user department for referring past data requires an obsolete document , M.R. can issue it for limited period. It is the responsibility of M.R. to collect this document on due date.
- 13) In case any control copyholder is relieved from the organization or his responsibility and authority is changed and shifted to some other department in the organization, respective departmental head should take the physical existence of the controlled documents issued to the individual and verify with M.R. before relieving . The same can be reissued to the new person as per the laid down procedure. M.R. keep record of such activities.
- 14) National and international Standards are updated as and when revision is made.

**3. Document and Data Changes**

- 1) Proposal for any change in the Quality System may be initiated by any employee and proposed through the concerned departmental head , wherever applicable.
- 2) Draft documents incorporates with the proposed modification are submitted to the same authorized personnel for review and approval. Pertinent background information is provided to the reviewing and approving authority.
- 3) In case the proposed change is found to be satisfactory, the approved and amended document is issued by M.R.

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#### 4.2.4 Control of Records

##### 1.Purpose

To demonstrate conformance to specified requirement and the effective operations of Quality System.

##### 2.Scope

Applies to all Quality Records , maintained by various departments.

##### 3.Procedure

The following records are established and maintained to provide evidence of conformity to requirements and of all the effective operation of the Quality Management System. All records shall be legible, readily identifiable and properly protected. All records shall be maintained for minimum 3 years unless otherwise specified.

1. Management Review (5..5.1)
2. Personnel Training (6.2.2e)
3. Realization process & product Vs Requirements (7.1d)
4. Customer Requirement (7.2.2)
5. Design Input (7.3.2)
6. Design Reviews (7.3.4)
7. Design Verification (7.3.5)
8. Record of validation results (7.3.6)
9. Design change reviews (7.3.4)
10. Supplier evaluation (7.3.5)
11. Product Identification (7.3.6)
12. Lost/damaged customer supplied product (7.5.4)
13. Results of Internal Audits (8.2.2)
14. Nonconformance (8.3)
15. Result and Corrective Action (8.5.2e)
16. Result and Preventive Action (8.5.3d)

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## 5. Management Responsibility

### 5.1 Management Commitment

The GM(HRD) is committed to the development and implementation of Quality Management System and continually improving its effectiveness.

- Effective communication system through internal meetings , circulars has been established to create awareness of the importance of meeting customer, statutory and regulatory requirements.
- Quality policy relevant to the organizations goals is established.
- Objectives for the core activities have been defined in measureable terms.
- Procedures for management review is established
- Top management has identified and provided adequate resources.

### 5.1 Customer focus

The GM(HRD) interacts with existing and prospective customers to ensure their requirements are adequately determined and effectively serviced to increase satisfaction in the services provided by the AIHTM.

### 5.2 Quality Policy

The GM(HRD) of the ITDC has established a Quality Policy relevant to the organisation, which states:

**“ we commit to maintain leadership in developing of Hospitality / Travel & Tourism skills and to meet customer satisfaction through need based quality professional courses/programmes related to the present and encompassing future challenges. Our endeavour is to achieve continual improvement through regular review mechanisms”**

**GM-HRD**

Quality policy is displayed at prominent places. Management is committed to the quality policy and has implemented it.

Training has been imparted to all personnel highlighting the quality policy.

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**5.5.2 Management Representative**

Ms Saroj Singh,GM-II has been appointed as Management Representative. M.R. is responsible to ensure that process needed for the Quality Management System are established , implemented and maintained, reports on the performance of the Quality Management System and any need of improvement and ensures that the promotion of awareness of customer requirements throughout the organisations. M.R. is also responsible for liaison with external parties. M.R. WILL report to V.P..(HRD).

**5.5.3 Internal Communication**

The organisation has established effective internal communications system within the organisation such as:

- Regular inter departmental meetings
- Orientation and training lectures/programmes
- Guidelines on the form of circulars, letters.

**5.5.6 Management Review**

A comprehensive review of the Quality Management System is carried out once in six months. The management review committee consists of:

- |                         |        |
|-------------------------|--------|
| 1. Vice- President HRD  | Leader |
| 2. Sr. Exe. Chef        | Member |
| 3. DGM (HRD)            | Member |
| 4. Sr. Manager          | Member |
| 5. Sous Chef            | Member |
| 6. Dy. Manager- F.O./IT | Member |
| 7. A.M. (HRD)           | Member |
| 8. DGM(HRD)/MR          | Member |

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### 5.3 Planning

The following measurable quality objectives have been established:

<b>Department</b>	<b>Measurable Objectives</b>	<b>Responsibility</b>	<b>Reference</b>
Management	Responses to customer complaint within 48 working hours.	Concerned HOD	Customer feed back/ complaint
Training	At least 3 QMS training per Quarter	MR	Training Records
Process	Increase one external programme per year	Mgr HRD	Programme Records
Management	Introduce minimum 2 joint venture training programmes per annum	GM(HRD)	Training Programme Records

#### 5.4.2 Quality Management System Planning

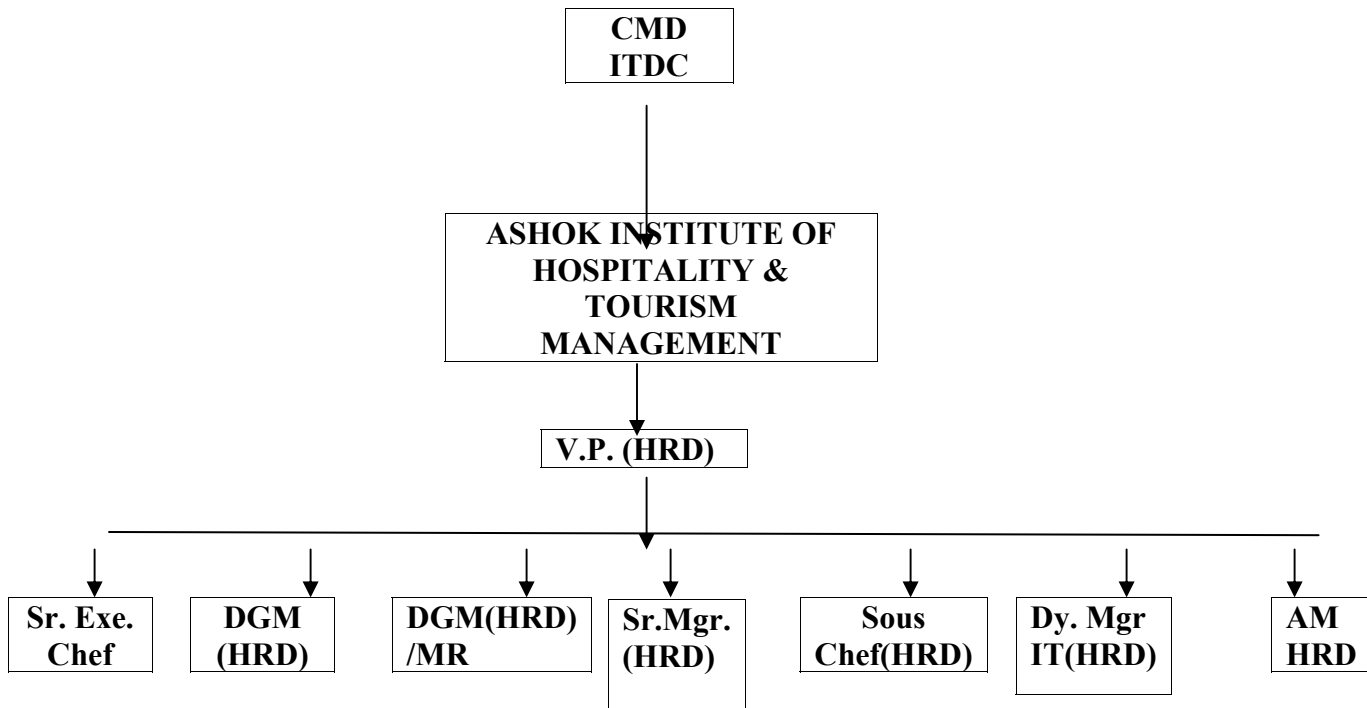
The planning of the Quality Management System is carried out in order to meet the requirements given in clause 4.1 . A system is in place to maintain the integrity of the QMS whenever there are changes.

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### 5.5 Responsibility and Authority

The following is the organisation chart.



**DESIGNATION: VICE PRESIDENT**

**DIVISION: HRD**

**RESPONSIBILITIES:**

- To formulate and revise guidelines for conducting all training and HRD activities of the AIHTM in order to fulfil the training needs of the organisation.
- To define the Quality Policy and establish guidelines for the Quality System.
- To evaluate adequacy of the Quality Policy , extent to which Quality Policy Objectives are met and effectiveness of the Quality System through management review.
- To review customer complaints and monitor corrective action.

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**DESIGNATION: Sr. Exe Chef**

**Reporting To: VP (HRD)**

**Responsibilities:**

- Overall In charge of all the on-the-job training activities of the operational staff of ITDC hotels outside Delhi including the joint venture hotels.
- Co-ordinate with ITDC Units in New Delhi for all categories of Food Production Trainees including Industrial Trainees undergoing on – the – job practical training in food production areas.
- Theory classes (Cookery) for 3<sup>rd</sup> year BIHBM students.
- Organise ‘Executive Development Programmes’ for ITDC Executives(1 in a month)
- Participate in ITDC and other external Training Programs.

**Designation: DGM (HRD)**

**Reporting To: VP (HRD)**

**Responsibilities:**

- Upkeep & Maintain of the AIH&TM premises.
- Overall In-Charge of office Administration/AMCs
- Theory classes of BIHBM (House Keeping)/ Apprentices (House Keeping)
- Co-ordination with HR division / Hotels for the ‘Career Development Scheme’
- Marketing & conduct of customized Training Programs for State Bhavans in Delhi.
- Management Representative for ISO certification / Compliance.
- Co-ordination for DGR programs.
- Handling of ‘Career Development Scheme’ of ITDC
- Participation in CBSP and other External Training Programs.
- Safekeeping of certificates of all types with proper records.
- Co-ordination for DGR programmes.

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**Designation: DGM (HRD)**

**Reporting To: VP (HRD)**

**Responsibilities:**

- Overall In-charge of office Administration/AMCs
- Development of security & safety related Training Courses.
- Co-ordinate training in the field of Security & Safety (Internal & External Programs)
- Marketing & conduct of customised security & safety training programs
- Co-ordination with Board of technical Education, Delhi for Trade Diploma Courses.
- Co-ordination with Regional Directorate of Apprenticeship Training for Apprentices.
- Follow up with DGM (Admin.) ITDC Hqrs. regarding shifting of ITDC Library.
- Follow up on land transfer formalities of MPDC & Tennis Court Lands with L&DO

**Designation: Sr. Manager (HRD)**

**Reporting To: VP (HRD)**

**Responsibilities:**

- Overall in-charge of the BIHBM Course at AIH&TM in co-ordination with the department of tourism & hotel management, Kurukshetra university.
- Co-ordination of Management Training Scheme
- Co-ordination of Air Hostess Training courses of AIH&TM on all India Basis.
- Marketing & Conduct of Training Programmes for various states Tourism Departments.
- Co-ordination with Min.of Tourism for implementation of CBSP & Other programs.
- Theory Classes for Front Office, Material Management & HR Management of 3<sup>rd</sup> year BIHBM.
- Conduct theory syllabus of 'Principles of Management' to BIHBM students.
- Co-ordination with Corporate Services Divn. of ITDC Hqrs. For MIS Reports.

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	<b>VP(HRD)</b>	<b>Management Representative</b>

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**Designation: Sous Chef (HRD)**

**Reporting To: VP (HRD)**

**Responsibilities:**

- Overall in-charge of AIH&TM Kitchen Operations.
- Theory & Practical classes of 1<sup>st</sup> yr. & 2<sup>nd</sup> yr. BIHBM / Diploma/ Apprentices/ Paid Trainees (Cookery & Bakery)
- Maintenance of ISO records of his area.
- Training of IRCTC Apprentices (Cooks)
- Participation in CBSP and other external Training Programs
- Maintenance of Kitchen Records

**Designation: Dy Manager F.O./IT (HRD)**

**Reporting to: VP (HRD)**

**Responsibilities:**

- Handling of Industrial Training for NCHMCT/ others THM students.
- Training for Apprentices in Front Office
- Participation in external Training Programs.
- Maintenance of ISO records of his area.
- Theory & Practical Classes for Front Office of BIHBM students.
- Travel & Tourism Training for DGR sponsored participants
- Participation in CBSP and other Training Program
- Follow up on land transfer formalities for MPDC & Tennis Court lands.
- Operation & promotion of 'Dawat Khana' Restaurant.

**Designation: Asstt. Manager (HRD)**

**Reporting To: VP (HRD)**

**Responsibilities:**

- Training for Apprentices, Stewards
- Theory & Practical Classes for F&B Services of BIHBM 1<sup>st</sup> year.
- Maintenance of Training Films/ Training Equipments in AIH&TM.
- Co-ordination with 'Cruise Hospitality' Course in Goa.
- Handling of 'AVENUES' cell activities.
- Participation in outstation CBSP and other External Training Program.
- Designing & Collecting Contents for proposed monthly newsletter of AIH&TM
- Operation of Training Restaurant at AIH&TM
- Maintenance of ISO records of her area.
- Preparation & Compilation of Manuals/ Hand-outs for Hotel Operational areas
- Personality Development for BIHBM/Apprentices(Reception)
- EA to VP(HRD)
- Maintenance of AIH&TM Reference Library

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**Designation: Management Trainee (Kitchen Co-ordination**

**Reporting To: VP (HRD)**

**Responsibilities:**

- Co-ordinate with Sous chef in various activities of Kitchen.
- Co-ordination with all the apprentices of Kitchen in AIH&TM
- Responsible for Food Production in Kitchen

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Management review inputs include :

- a) Result of previous audits.
- b) Customer feedback
- c) Performance report of services.
- d) Preventive and corrective action status.
- e) Follow up status of previous management reviews.
- f) Change if any, that effect Quality Management System
- g) Recommendation for continual improvement

Management review outputs include and decisions and actions related to

- a) Improvement of the effectiveness of the Quality Management System
- b) Improvement of services related to customer requirements
- c) Resource needs.

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**6. Resource Management**

**6.1 Provisions of Resources**

Adequate resources are provided to implement and maintain the Quality Management System and continually improve its effectiveness and to enhance customer satisfaction by meeting customer requirement.

**6.2 Human Resource**

**6.2.1 General**

Employees are selected on the basis of their education , skill, training, and experience to ensure competency in their working.

**6.2.2 Competence, Awareness and Training**

GM(HRD) ensures:

- a) Proper allocation of work as per the competence of the personnel performing work effecting quality of services.
- b) Providing of necessary training and periodically evaluating training activities.
- c) Creation of Awareness among all employees the relevance and importance of their job towards achieving of quality objectives.
- d) Maintenance of adequate training records.

Ref: Training Records

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**6.3 Infrastructure**

The ITDC provides adequate infrastructure to achieve the desired results in their services. It is situated at Prime Location and all necessary facilities are made available.

**6.4 Work Environment**

Necessary cleanliness, maintenance, security and proper atmosphere is provided to effectively deal with customers to provide them desired services.

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All apprentices are required to undergo ON –TO –JOB training as per the schedule in the units . weekly theory classes are conducted at MPDC for all the apprentices.

#### EVALUATION ( TEST & INSPECTION)

At the end of their training , their names are forwarded to RDAT –Faridabad for appearing in final examination.

Examination is conducted at MPDC as per the schedule received from RDAT- Faridabad. Question papers are sent by RDAT- Faridabad for theory and practical.

The result is processed and sent to RDAT- Faridabad for approval .

Once the approval of RDAT-Faridabad is received , provisional certificated are issued to the qualified apprentices.

Original certificates are received from RDAT-Faridabad and given to the concerned apprentices.

A half-yearly report is sent to RDAT-Faridabad indicating the incumbency position of the apprentices.

Related Instructions Bills is claimed by MPDC from RDAT – Faridabad as per the Apprentices Act, 1961.

#### REFERENCES

##### Records

1. Short fall of Apprentices (REC/APT/SHF)
2. List of candidates in file(REC/APT/FIL)
3. Offer letter ( REC/APT/LTR)
4. contract of Apprenticeship Training (REC/APT/CTR)
5. Joining report ( REC/APT/JNR)
6. Schedule for O.J.T (REC/APT/OJT)
7. Office Order for O.J.T (REC/APT/ORD)
8. Trainees Attendance Sheet ( REC/ APT/ATT)
9. Apprentice Evaluation Sheet ( REC/APT/EVA)
10. Half –yearly report (REC/APT/REP)
11. The Apprentices Act 1961 (No. 52 of 1961) Legal Commentory- D.S. Chaufla (MGP/57)

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### Reference Work Instructions

1. Guidelines for Induction Training of Apprentices (WI/APT/IND/01)
2. Apprentice Trainees Schedule & Norms(WI/APT/SCH/02)
3. Packages:

SS No.	Package For	Doc No.	Approved By
1	Cooks	WI/APT/COK/03	<b>Sous Chef</b>
2	Stewards	<b>WI/APT/STW/04</b>	A.M. (HRD)
3	Bakery and Confectionary	<b>WI/APT/BNC/05</b>	Sous Chef
4	Housekeeper	<b>WI/APT/HKP/06</b>	DGM (HRD)
5	Receptionist	WI/APT/RCP/07	Dy. Mgr. F.O./IT

4. Syllabus for Electrician(WI/APT/ELC/08) ( Approved by RDAT , controlled copy in MPDC library)
5. Syllabus for Refrigeration & A.C. Mechanic (WI/APT/RAC/09)  
(Approved by RDAT, controlled copy in MPDC library)
6. Do's and Dont's for Apprentices (WI/APT/GEN/10)
7. Do's and Dont's for Faculty(WI/PPC/FAC/01)

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- Bakery & Confectionary      2 years
- Housekeeping                      1.5 years
- Reception                              2 years
- Electrician                            1 year(only ITI)
- Ref. & A/ C Mechanic            1 year (only ITI)

Stipend to be paid to the apprentices as per guidelines by RDAT.

The candidates join on the stipulated date along with required documents namely: proof of age , educational qualification certificate SC/ ST / OBC certificate. ( in case of reserved category) along with medical fitness certificate from a registered doctor.

Joining report is obtained from the selected apprentices .All the apprentices are given induction training .Identity cards are issued to all the selected apprentices before they are posted in the units for on the job training.

All the selected apprentices are required to execute a contract which is forwarded to RDAT-Faridabad for registration.

Regular O.J.T and classes begin as per the training schedule and norms.

Theory classes are conducted once a week for 3 hours as per syllabus approved under this act.

All trainees are required to maintain two diaries, one “O.J.T diary” & second “classroom Diary” which is signed by the concerned functional head.

At the end of training, the above mentioned diaries are evaluated and marks awarded and recorded in the evaluation sheet ( as prescribed by RDAT)

Evaluation of the answer sheets , trade test /practical exam is conducted by the concerned MPDC faculty and an external examiner.

#### TRAINING PROCESS

Proper schedule is made for all the apprentices of all trades to be followed during the entire training period.

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**TRAINING FOR MANAGEMENT TRAINEES**

**PURPOSE:** The purpose of this procedure is to recruit Management Trainees and train as per the requirements.

**SCOPE:** This procedure is applicable to Management Trainees.

**RESPONSIBILITY:** Sr. Mgr. F&B is responsible for implementing this procedure.

**PROCEDURE**

**RECRUITMENT PROCESS FOR MANAGEMENT TRAINEES**

- Note sheet is received from Corporate Office indicating the number of General Trainees and Kitchen Trainees to be required.
- The letters are sent to Principals of Institutes of Hotel Management under National Council of Hotel Management . indicating the number of students available in the third year and possible date of examination.
- Written examination is conducted.
- Passing marks for written examination is 50% for General category and 40% for Reserve category.
- Based on the marks obtained list of successful candidates is prepared.
- A letter is sent to the Principal indicating the name of the successful candidates and are eligible for appearing in preliminary interview.
- A request is sent to the Hotel Division for consulting a committee members and the respective principals are informed accordingly.
- A letter indicating the date, venue, and time along with a copy of qualified students and forms for employment are sent to the Principals of the concerned Institutes.
- Interviews are held as per the schedule on the basis of the following parameters(copy of assessment sheet-I) is enclosed
- Based on the preliminary interview (1<sup>st</sup> round), the final interview is conducted by a High Powered Committee constituted by the competent authority.

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- Minutes of meeting are prepared and approval is taken from the competent authority.
- Offer letter of training is sent along with Performa of service bond indicating all the terms and conditions.

### **INDUCTION**

G.T.s & K.T.s join their training on the stipulated date at AIHTM. On joining the following formalities are completed.

- a) Joining Report
- b) Medical Fitness Certificate
- c) SC/ST/OBC Certificate(For revised category)
- d) Educational Qualification Certificates
- e) Service Bond
- f) The trainees are handed over Character & Antecedents forms for police verification.
- g) Identity Cards

One week induction training is imparted by the faculty of AIHTM.

### **Training Process-1st Year**

- Management Trainees are posted in the Hotels for on the job training in various departments. They are also given a set of DO I KNOWS.
- Block release classes are conducted and projects are given to the Management Trainees .
- Operational Areas- Front Office, Housekeeping, F& b Service & Management , F& B Production.
- Non-Operational Areas: Personal & Legal affairs, Finance & Accounts, Material Management and Development, Vigilance & Security, Public Relations, Marketing, ATT, DFT and Engg & Maintenance.
  - The respective faculty take the theory classes as per the syllabus.
  -

### **Evaluation (Inspection & Testing) I st Year**

- A Confidential Report is also received from the Head of Department for each Trainee (Copy enclosed)
- Management Trainees are administered a written examination in the subject areas given

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GTs: Front Office  
House Keeping  
F&B (Service)  
Food Production  
Food Cost Control

MM&D  
Finance & Accounts  
Personnel  
Engg. & Maintenance  
Vigilance and Security

KTs Food Production  
Food Cost Control  
MM&D  
Finance & Accounts

Personnel  
Engg & Maintenance  
Vigilance and Security  
Trade Test

- The criteria for qualifying in the written examination is to achieve minimum 50% of marks.
- In case a student does not qualify in one or more subjects, his /her training is extended by minimum of 3 months. In case of failure in the core subject (GT: F&B/FO/HK and KT: Food Prod & Trade Test), his/her training is extended by a minimum of 6 months . During the extended period , the trainee is given inputs to upgrade his/her knowledge and skill.
- At the end of the extended period, the trainee is re-examined and only then he/she is interviewed for under study posting.

#### **Training Process-II nd Year**

- Hotel division decide in collaboration with AIHTM the place of posting for understudy.
- The trainees are posted as Asst Manager (Understudy) and Chefs(Understudy) in the units/offices all over India as per the requirement.
- A research based topic is given to each MT on which they are to work during 2<sup>nd</sup> year of training.
- The trainee work under the guidance of Head of Deptt. During the 2<sup>nd</sup> Year phase.

#### **Evaluation-IInd Year**

- The trainees are required to send their project to AIHTM one month before the completion of training which is evaluated along with Performance Appraisal.
- At the end of their training ,trainees report at AIHTM. A project presentation is held and they are accordingly evaluated.

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- An interview committee is constituted by the competent authority. All the MT's are interviewed on the basis of assessment, as per Assessment Sheet-III.
- Certificate is issued to the Management Trainees after successful completion of the 2<sup>ND</sup> Year of training.

### **Placement of Trainees**

A merit is prepared after the interview . Minutes of Meeting –II are prepared and sent to the Hotel Division for approval and issuing of appointment letter through Corporate personnel division. Offer letter are received at AIH&TM( in duplicate) and handed over to the respective trainees and the acceptance is taken on the duplicate copy.

The trainees are relieved to join their new place of posting as Assistant Managers/ Chef Grade-II. All the personnel files maintained at AIH&TM are completed in all respects as per the checklist enclosed and are transferred to corporate personnel division of Headquarters.

### **References**

#### **Records:**

1. Review of Requirements ( Note Sheet) in file (REC/JET/FIL)
2. List of Qualified Students in file (REC/JET/FIL)
3. Assessment Sheet-I (REC/JET/ASA)
4. Final List of GT's& KT's(REC/JET/LST)
5. Offer of Appointment (REC/JET/APT)
6. Joining Terms and Conditions(REC/JET/TNG)
7. Bank of Guarantee( REC/JRT/BKG)
8. Performa for Attendance (REC/PRC/ATT)
9. Trainees Attendance Sheet (REC/JET/ATT)
10. Project Evaluation Sheet (REC/JET/EVS)
11. Assessment Sheet-II(REC/JET/ASB)
12. Schedule for O.J.T (REC/JET/OJT)
13. Office Order for O.J.T (REC/JET/ORD)
14. Complaints File (Customer Feed back)(REC/JET/CFB)

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Reference Work Instructions

1. Guidelines for Induction Training (WI/JET/IND/01)
2. Management Trainees Schedule and norms (WI/JET/SCH/02)
3. Guidelines for Preparation of Projects & Presentation (WI/JET/PPP/03)
4. Guidelines for Evaluation of O.J.T at MPDC(WI/JET/OJT/04)
5. Checklist for keeping Personal File (WI/JET/PR/05)
6. Syllabus for M.T. and K.T. (WI/JET/SYL/06)
7. Package for Food & Beverage Services Management (WI/JET/FBS/07)
8. Package for Food & Beverage Production (WI/JET/FBS/08)
9. Package for Food & Beverage Controls (WI/JET/FBC/09)
10. Package for Principles of Management (WI/JET/PMG/10)
11. Do's and Don't's for Faculty (WI/PPC/FAC/01)

**INDUSTRIAL TRAINING**

**PURPOSE:** The purpose of this procedure is to provide industrial training to students of Hotel Management Institutes & FCI.

**SCOPE:** This procedure is applicable to selected students of Hotel Management Institutes & FCI nominated by the Principal of the college.

**RESPONSIBILITY:** The Sr. Manager IT is responsible for implementing this procedure.

**PROCEDURE**

- Enquiries are made by different individuals for industrial training.
- Principal nominates the students for Industrial Training from IMMS/FCI's

**Induction**

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- On reporting the selected student's antecedents is verified from letters from their institutes. Students from private institutes or institutes other than those under National Council and FCI or over and above the slots are required to deposit training fees for the duration of the training.
- The trainees are given induction training as per guidelines.
- The trainees on filling a form (H-1) are issued I- cards.

**Training Process**

- Training schedule is prepared for the industrial trainees.
- Office order of the Training schedule is handed over to the trainees.
- Contact class is conducted once a month for trainees for training for students of IHM's under national council through Do-I- Knows.
- Evaluation of paid trainees from institutes other than IHM's / FCI's is done at the end of the training through Do-I-Knows.

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- Issuance of certificate
- Trainees are issued certified against attendance and submission of identity card.

#### REFERENCE

##### Records

1. Enquiry review in file (REC/IDT/FIL) (Current)
2. Trainees Information in file (REC/ IDT/FIL) (Current)
3. Office order for schedule (REC/IDT/SCH)
4. Schedule for 4years Degree Students (REC/ IDT/ATD) (Current)
5. Schedule for Diploma Course students (REC/IDT/ATF) (Current)
6. Form for I-card (REC./PRC/ICD) (Current)
7. Certificate (REC/PRC/CER) (Records in a register)

##### Reference Work Instructions

1. Industrial Training Schedules
2. General Guidelines for Industrial Training (Do's and Don'ts) (WI/IDT/GEN/02)
3. Do I Knows (WI/IDT/SYL/03)
4. DO's and Dont's for faculty (WI/PPC/FAC/01)
5. Guidelines for Induction Training (WI/IDT/04)

#### **EXECUTIVE DEVELOPMENT PROGRAMME**

**PURPOSE :** The purpose of this procedure is to plan and provide training for the development of the executives of the ITDC.

**SCOPE:** This procedure is applicable to executives of ITDC for their development.

**RESPONSIBILITY :** Manger (HRD) is responsible for implementing this procedure.

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**PROCEDURE**

- Training and Development sessions/programmes will be conducted to cover maximum number of executives whenever a good faculty is available on a subject which is useful for the executives and the organization.
- After faculty identification . programme/session to be conducted is, discussed with the faculty and date ,time and venue is confirmed to the faculty verbally and also through a letter.

View-:

- A letter confirming the programme is sent to the faculty including the information on Training aids and equipments arranged / organise at required and discussed.
- Confirmation from the faculty to conduct the programme taken on phone or in writing.
- A letter inviting participation giving the details of conduct of the programme is issued to reach the concerned executives and their division/unit / department head.
- A memo is sent to manager (Accounts) giving details of the payment to be made to the faculty.
- The stationary required is indented for and received by the Programme Coordinator(two days before the Programme is to commence) from the stores.
- The reading material if any is photocopied/ printed and made ready two days before the Programme is to commence .
- Training Aids are checked on the day before the training Programme starts.
- Stationary and reading material is placed for each participant in the conference hall before the participants arrives.
- Upon arrival, each participant registers in Programme Registration Sheet with the Programme Coordinator for attending the programme.
- Programme commences with the welcoming of the faculty and participants , Programme introduction and faculty introduction.
- Training is provide as discussed with the faculty.
- Feed-back is taken from each participant on completion of the Programme.
- The participants and the faculty are thanked for making the programme a success.
- Honorarium cheque is presented to the faculty.
- All communications , papers including participants list are filed in the file No.25.

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## REFERENCES

### Records

1. Letter of confirmation of faculty (REC/EXO/CNF)
2. Letter inviting participation (REC/EDP/NOM)
3. Checklist for programme (REC/EXO/CHK)
4. Programme Registration (REC/EXO/REG)
5. Programme/ Session Evaluation Sheet (REC/PRC/FBK)
6. Record of EDP / External Programme (REC/EDP/EXO)

### 7.1.5 TRAINING FOR EXTERNAL AGENCIES

**PURPOSE:** The purpose of this procedure is to provide training for external agencies as per their requirement.

**SCOPE:** This procedure is applicable to external agencies only.

**RESPONSIBILITY :** Manager (HRD) is responsible for implementing this procedure.

#### **PROCEDURE :**

#### **TRAINING FOR EXTERNAL AGENCIES (OTHER THAN DGR)**

##### Requirement

- Enquiry letter is received from organisations specifying their requirements.
- Enquiries are reviewed and clarification if any is sort from organisation/ parties
- A tailor made training programme module along with offer letter is sent to organisation/ parties.
- Discussion is held with the party for the Programme contents, Date , Duration, Venue etc...

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- Confirmation is received from organisation /party along with payment.
- Confirmation of the Programme is reviewed for adequacy .

### **DESIGNING OF TRAINING PROGRAMME**

The following are prepared as per the requirement , at the designing stage:

- Topics to be covered and the training module is prepared .
- The faculty is informed regarding the programme for preparation of topics.
- The training Programme schedule is made and sent to Organisations / Parties.
- Checklist is made for course material, training aids and faculty.

### **CONDUCT OF TRAINING PROGRAMME**

Training Programme is conducted as per training module and schedule.

### **FEEDBACK**

- Feedback of training is taken from the participants on Form-A on the completion of the training and certificate is issued.
- The feedback is reviewed and analysed for future changes in programmes required.

### **REFERENCES**

#### **Records**

1. Contract Review (REC/EXO/CTR)
2. Letter of Confirmation of Faculty (REC/EXO/CNF)
3. Checklist of Programmes (REC/EXO/CHK)
4. Programme /Session Evaluation Sheet (REC/PRC/FBK)
5. List of Participants (REC/EXO/LST)
6. Programme Registration (REC/EXO/REG)
7. Certificates (REC/EXO/CER)
8. Record of EDP/ External Programmes(REC/EDP/EXO)
9. Training Module (REC/EXO/MOD)
10. Training Programme Design Control

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**7.1.6 NOMINATION OF ITDC EXECUTIVE FOR EXTERNAL PROGRAMMES**

**PURPOSE :** The purpose of this procedure is to process the nomination of ITDC Executives for External Programmes.

**SCOPE:** This procedure is applicable for all ITDC Executives.

**RESPONSIBILITIES :** Sr. Manager (N) is responsible for implementing this procedure.

**PROCEDURE**

- Nomination of Executives approved by the Competent Authority as the case may be is received by the G.M. (HRD)
- The approval either on green note sheet or sometime on brochure with the names of the nominees is marked to the Manager (HRD)
- A letter of sponsor is sent to the concerned executive nominated for training with the details of the programme.
- Payment of the training fee is paid by the concern division/unit.
- Photocopy of the related papers are filed in the nomination file of the current year.

**RECORDS**

1. Letter of Nominations
2. Letter of Nominees (REC/EXP/NOB)
3. Letter of release of Payments (REC/EXP/PAY)

**7.2 Customer Related Process**

**7.2.1 Determination of Requirement Related to a Product**

G.M. (HRD) ensures adequate determination of requirements specified by the customer to ensure the services provided by the organisation is suitable for the intended use of the customer by addressing

- a) Specific requirements including delivery and post delivery activities.
- b) Requirements not stated but necessary for specific / intended use.
- c) Statutory and Regulatory requirements.
- d) Any additional requirements determine by AIHTM.

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1. The service provide through various training schemes are adequately defined .
2. Any deviations or differences are resolved.
3. AIHTM has the ability to meet the defined requirements.

### **7.2.1 Customer Communication**

GM (HRD) interacts with the customers regularly through phone/ fax/ email and other informal communications.

### **7.3 Design & Development**

#### **GENERAL**

AIHTM has laid down systems for designing training programmes as per customer requirements . Presently this activity is applicable for training for external agencies only.

#### **7.3.1 DESIGN AND DEVELOPMENT PLANNING**

Each functional head plans the activities required for designing training programmes applicable to their areas. If required , reference is taken from similar training programs designed previously, from the library and the latest information from other similar organisations. Reference may be taken from other personnel of AIHTM

#### **7.3.2 DESIGN AND DEVELOPMENT INPUT**

Design input requirements like contract review and similar programmes conducted relating to the training programmes are identified, documented and their selection reviewed for adequacy. Incomplete, ambiguous or conflicting requirements are resolved with the customer.

Design input takes into consideration the result of any contract review activities.

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**7.3.3 DESIGN AND DEVELOPMENT OUTPUT**

Design output is documented in the form of training modules, course material, transparencies, slides and examination papers.

**7.3.4 DESIGN AND DEVELOPMENT REVIEW**

Formal documented reviews of Design results are planned , conducted and recorded. Design reviews are conducted as per the Design Planning and the plan updated as the Design evolves.

**7.3.5 DESIGN AND DEVELOPMENT VERIFICATION**

When the programme is being conducted, the Design is verified by Do-I-Knows/ Objectives. Design Verification is performed to ensure that the design stage output meets the design stage input requirements.

**7.3.6 DESIGN AND DEVELOPMENT VALIDATION**

Validation is carried out wherever possible to ensure that training design conforms to user needs and / or requirements, in most cases validation is carried out during the first program of a series of similar programmes.

**7.3.7 DESIGN CHANGES**

All design changes and modifications are identified , documented, reviewed and approved by the authorised personnel before their implementation.

**7.4 Purchasing**

**7.4.1 GENERAL**

**7.4.2 Purchasing Information**

Product / service is taken only from approved sub – contractors.  
Required product / service specifications are mentioned in the purchase orders.

**7.4.3 Verification of Purchased Products**

Verification of product services to the extent applicable are carried out such as availability of relevant document and effectiveness of service provided at the time of arranging the services on behalf on behalf of ITDC. Inspection activities, which apply generally are carried on as per requirement. To the extent required evaluation/ revaluation of the Suppliers are carried out periodically.

**7.5 Production and Service Provision**

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**7.5.1 Control of Production and Service Provisions**

In order to control all operations involved in providing effective Services the following controls are implemented.

AIHTM has established a procedure to identify and plan processes of production of training material and delivery of the training and other allied activities and to ensure that these processes are carried out under controlled conditions.

Preparations of material required for training and conduct of training is carried out under controlled conditions and includes:

- a) Detailed specifications of training programmes and conduct of training.
- b) Use of suitable equipment, instruments and training aids and a suitable environment for training.
- c) Compliance with documented procedures.
- d) Monitoring and control of training process parameters and characteristics for conformance to specifications.
- e) Approval of training methodology , training aids and equipment required.
- f) Criteria for workmanship in terms of training and delivery specifications. In house trainers are calibrated to common standards of training methodology.
- g) Periodic maintenance of training facilities and equipment to ensure continuing capability.
- h) Records are maintained.

**7.5.1 Validation of Processes for Production and Service Production Excluded**

**7.5.2 Identification and Traceability**

AIHTM has a well established mechanism of identification and traceability such as.

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- 1) All assets such as furniture , PC’S etc are identified in the Assets Register.
- 2) Status of implementation of various training schemes are identified through relevant files with specific numbers.
- 3) Library books are identified through numbering.

Ref: Assets Register, List of Files

**7.5.4 Customer Property**

In implementation of various schemes AIHTM is in the possession of Customer Property in the form of various records and documents of the trainees. The Officer in-charge take adequate care to protect the customer property by proper safe custody of the records and documents.

**7.5.5 Preservation of Product**

Preservation activity at AIHTM include the preservation of records and documents for the effective implementation of various training schemes with proper identifications, careful handling and packaging whenever necessary storage and protection.

**7.6 Control & Monitoring of Measuring Devices:**

This requirement is not presently applicable for AIHTM.

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**8. Measurement, Analysis and Improvement**

**8.1 General**

AIHTM has established a procedure to ensure that inspection and testing and evaluation activities are carried out in conformance with laid down specifications so that the specified requirements of the products/ service are met.

**8.2 Monitoring and Measurement**

**8.2.1 Customer Satisfaction**

The AIHTM has method to ascertain market requirement for new services:

- Regular interaction takes place with existing and prospective customers.
- Regular reviews are carried out to understand requirements and needs
- Feedback reports are analysed and reviewed at appropriate levels

**8.2.2 Internal Audit**

This section deals with planning and implementing internal quality audits to verify compliance with planned arrangements and to determine effectiveness of quality system.

**AUDITING**

**1. Purpose**

To verify whether Quality activities and related results comply with planned arrangements and to determine the effectiveness of the Quality System.

**1. Scope**

Applicable to the total Quality System of the Organisation.

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**2. Procedure**

1. Internal Quality Audits are conducted once in a year Audits are planned and scheduled in advance by M.R. on the basis of the system an importance of the activities to determine the effectiveness of the Quality System of the organisation.
2. Internal Quality Auditors are selected from the employees who shall be graduates and having Supervisory experience after providing appropriate training by qualified personnel engaged specifically for this purpose.
3. The audit teams are formulated in such a way that the audit operations are carried out by personnel independent of those having direct responsibility for the activity being audited.
4. Audit operation is performed through examination of documents, reports , files , interviews, observation of activities in accordance with checklist.
5. Observations to determine which are to be reported as non- conformities. Audit observations are conveyed to the concerned Functional/Departmental Heads before preparing the audit report.
6. Each audit team prepares the audit report under the guidance of the team leader, who is responsible for the accuracy and completeness. After completion of the audit, the auditor and the auditee sign the non- conformance report.
7. All the audit teams discuss about their audit finding with M.R. and submits the report to him. M.R prepares a consolidated non- conformity report against each clause for monitoring further necessary action.
8. The auditee is responsible for taking the corrective actions needed for closing the non-conformities with in the time period agreed by the auditee and auditors.

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**8.2.3 Monitoring and Measurement of Processes**

VP(HRD) reviews regularly the effectiveness of services of the organisation by monitoring processes at different stages. When planned results are not achieved, correction and corrective actions are taken to ensure conformity to processes/customer requirements.

**8.2.4 Monitoring and Measurement of Product**

Services rendered by the AIHTM IS adequately monitored and measured by responsible persons as per relevant procedure of the activity. Customers requirements are properly documented so as to ensure conformity of services to the stipulated requirement of the customer. Records are maintained as an evidence of the activity.

**8.3 Control and Non conforming Product**

**Purpose**

To ensure that the services which do not confirm to the requirements are identified and controlled to prevent unintended use or delivery.

**Scope**

All non conformities detected at any stage of the process.

**Procedure**

- 1) Non conformities detected at the implementation of training schemes and reports are corrected as per the provision of the scheme.
- 2) Non conformities of Quality Management System are reported through NCR of internal Audit are controlled through Audit Reports and Management Review Records.
- 3) Non conformities reported by trainees are controlled through customer complaints records:

Reference: Procedure of Training Schemes  
Management Review Records  
Customer Complaints

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#### 8.4 Analysis of Data

Depending on the necessity of the activity, various data analysed to demonstrate the suitability and effectiveness of the Quality Management System and to evaluate where continual improvement of the effectiveness of the Quality Management System can be made. This analysis include :

- Customer Satisfaction (8.2.1) ;
- Conformity to product requirements (7.2.1);
- Characteristics and trends of processes and services including opportunities for preventive actions.

#### 8.5 Improvement

##### 8.5.1 Continual Improvement

Efforts for continual improvements are made mainly using the following elements of Quality Management System:

- Quality Policy
- Measurable Objectives
- Internal / External Audit results
- Data Analysis
- Corrective and Preventive Actions
- Management Review

Devise strategies after annual result and term – wise review of academic performance.

Steering Committee reviews status and corrective action plans are decided and provide policy guidelines for resolution of inadequacies in Quality System.

M.R. convenes Management Review Meetings and transmits decisions to all concerned for implementation through Minutes and monitors progress on implementation of the decisions.

##### 8.5.2 Corrective Action & Preventive Action

##### 8.5.3 Corrective Action & Preventive Action

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**Purpose**

- 1) To ensure that Corrective Actions are identified and implemented effectively to eliminate the cause of Non Conformity in order to prevent their recurrence.
- 2) To identify Preventive Actions to eliminate the cause of potential Non Conformities and implemented them so as to prevent their recurrence.

**Scope**

All Non Conformities observed during service process, internal/ external quality audit and customer feedback.

**Responsibilities:** All designated officers

**Procedure**

**a) Corrective Action**

- 1. Information received on the non conformity based on the finding of quality audits, review reports, customer feedback including complaints and or any other audits, inspection or reviews carried out are analysed to determine the root cause.
- 2. Based on the analysis determine the specific Corrective and remedial action to be taken to set right the situation and eliminate the cause of the problem so as to ensure that it does not recur.
- 3. Record the corrective action to be taken and assigned the task to the concerned person.

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a) **Preventive Action**

- 1) Information received on potential Non Conformity based on audit reports , customer feedback, processes, concessions are analysed to determine the root cause.
- 2) Based on the analysis , determine the specific preventive action to eliminate the causes of potential non conformity.
- 3) Record the Preventive Action to be taken and assign to the concerned person.

Ref:            Audit results  
Customer feedback/ complaints  
Management Review Records

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**DESIGNATION: Sr. Manager (HRD- I.T.)**

DEPARTMENT :

RESPONSIBILITIES:

- Coordination with Deptt. Of Hotel Management , Kurukshetra University.
- Overall In-charge of BIHBM 2nd year Students including Weekly Time Table, Monitoring of Syllabus / Industrial training , visiting hotels to ensure proper training .
- Theory & Practical Classes of BIHBM ( House Keeping) 2nd year.
- Theory & Practical Classes of BIHBM ( Hotel Reception) 1<sup>st</sup> year (2006 Batch).
- Handling Industrial Training of IHM/non-IHM students in ITDC Hotels.
- Participation in CBSP and other external Training Programs.

REPORTING TO: G.M.-HRD

**DESIGNATION: Chef (HRD)**

DEPARTMENT : Kitchen

RESPONSIBILITIES:

- Overall In-charge of AIHTM Kitchen operations.
- Theory classes of Trade Diploma / Apprentices / Paid Trainees(Cookery & Bakery)
- Practical of BIHBM students (Ist & IInd Year).
- Coordination with Corporate Chef and other Chefs regarding Training Schedule / progress of Kitchen Management Trainees and practical training of Trade Diploma/ Apprentices/ Paid Trainees/ DGR personnel.
- Maintenance of Kitchen records.
- Training of IRCTC Apprentices (Cooks)
- Participation in CBSP and other external Training Programs

Note: Chef (HRD) will be assisted by a Kitchen Management Trainee for above functions

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**DESIGNATION: Manager (F.O.)**

DEPARTMENT : Front Office

RESPONSIBILITIES:

- Theory and Practical of Trade Diploma Course/ Apprentice Trade (Receptionist)
- Maintenance of Training Films/ Training Equipments/ AIH&TM Reference Library.
- Coordination with Training Manager, Ashok Hotel and GMs of other Units regarding Training Schedule/ progress of Reception Trade Practical Training .
- Theory and Practical of BIHBM (Hotel Reception) 1<sup>st</sup> year (2007 Batch onwards).
- Travel and Tourism Training for DGR sponsored participants.
- Liasion with Trade Wings Institute of Management for Travel and Tourism Courses.
- Marketing and promotion of ‘Daawat Khana’ Restaurant.
- Participation in CBSP and other external Training Programs.

REPORTING TO: G.M.-HRD

**DESIGNATION: Manager (HRD- F& B Service))**

DEPARTMENT : Food & Beverage

RESPONSIBILITIES:

- Overall In-charge of BIHBM 1<sup>st</sup> year Students including Weekly Time Table , Monitoring of Syllabus/ Industrial training, visiting hotels to ensure proper training.
- Executive Assistant to GM (HRD).
- Theory classes of Trade Diploma / Apprentices (Stewards)
- Coordination with Training Manager, Ashok Hotel and GMs of other Units regarding Training Schedule/ progress of Steward Trade Practical Training.
- Operation of Training Restaurant.
- Training of IRCTC Apprentices (Stewards).
- BIHBM 1<sup>st</sup> year F& B Practical.
- Participation in CBSP and other external Training Programs

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