



**Janki Devi Memorial College**  
**University of Delhi**  
**JDMC-IQAC**

**Event Report**

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| Name of the event:                           | <b>ISO 21001:2018 (EOMS) –<br/>Internal Auditor Course<br/>11th &amp; 12<sup>th</sup> October 2023</b>  |
| Name of the organizer (s):                   | <i>Systems Coordinators-</i> Dr Shilpa Chaudhary, Prof Ruby Bhardwaj, Prof Payal Nagpal (IQAC Coordinator)<br><i>Members, ISO Team –</i> Dr Renuka, Dr Jyoti, Ms Vrinda Kapur, Dr Madhulika Nirmal, Dr Dinesh Kataria   |
| Type of event                                | College level   |
| Objective of the event:                      | <ul style="list-style-type: none"><li>- To provide an intensive training to nominated staff members to qualify as internal auditors.</li><li>- To expand the existing team of 20 internal auditors for continued smooth compliance with ISO standards</li></ul> |
| Name and Affiliation of the Resource person: | Ms Arti Khosla (Founder & CEO, COAE) and Ms. Debyani Mukherjee Rawal, COAE  |

The ISO Team of Janki Devi Memorial College, University of Delhi, organized a two-day Training Program, **ISO 21001:2018 (EOMS) – Internal Auditor Course**, on 11<sup>th</sup> and 12<sup>th</sup> October 2023 from 10 AM to 5 PM in the Committee Room, in collaboration with COAE International (Centre of Assessments for Excellence). A total of 25 nominated staff members attended the program.

The details of the training program are as follows:

**Day 1:**

All the delegates and resource persons were warmly welcomed by the Head of the Institution, Prof Swati Pal. Prof Pal outlined the importance of the training program and introduced the two resource persons as follows:

- Ms Arti Khosla (Founder & CEO-COAE)
- Ms. Debyani Mukherjee Rawal

Prof Pal further welcomed the two resource persons by gifting them planters.

The training began with a round of introductions in the form of an interactive exercise. The participants were divided into a team of two to conduct the workshop and training activities throughout the program. An extensive introduction to the ISO system along with its principles and processes was discussed before the tea break at 11:30 AM.

Module 02 of the course included Clause 4 (Context of organization), process mapping, and Clause 5 (Leadership). The resource persons covered up the above-mentioned inclusions through various exercises and interactive activities. All the participants enjoyed the interactive session and appreciated the methodology used to train them. The lunch break got over at 2:15 PM and all the delegates rejoined for the next phase of the training program.

The day ended with lengthened discussions on Clause 7 (Resources) and Clause 8 (Operations in Educational Organization). The workbook helped the participants engage in positive interactions and attempt case studies with newer perspectives. Throughout the session, the delegates were repeatedly advised to have a critical bend of mind to learn the art of auditing more effectively. The day ended with a round of tea and an intensive doubt-clearing session.

### **Day2:**

The training continued to cover the remaining clauses of module 3 such as Clause 9 (Performance Evaluation) and Clause 10 (Improvement). The interactions and activities included real-life case studies where all the participants brainstormed to learn the basics of auditing. Concepts like audit checklists, plans, opening audit meetings etcetera were discussed in-depth. Day 2 witnessed the application of the process of auditing vis a vis closing an audit meeting, report preparation, and corrective actions. Post lunch, all the participants and the resource team gathered to recap the concepts learned during the two days of training. Mr Ravi, a member of the COAE faculty joined the discussion and briefed everyone on the concepts of risk management. The discussions on NAAC, ISO, and NIRF enlightened the gathering and answered several questions that the delegates had in the matter.

The training program culminated with a written assessment of the participants with a duration of 1 hour 15 minutes.

At the end of the session, everyone thanked the COAE team and complimented them for their efforts in imparting the audit training.

### **Some glimpses of Day 1:**



Prof Swati Pal welcoming the resource persons Ms Arti Khosla and Ms Debyani Rawal



## Glimpses of Day 2:



Group photograph of participants along with resource persons