QUALITY MANUAL

YOUTH HOSTEL,
Kadapa GOVERNMENT
OF INDIA

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This Quality Manual explains the way, Youth Hostel, developed and implemented its Quality Management System to ensure that its processes are established and standardised.

This Manual is developed in accordance with the requirements of ISO 9001: 2015 Standard.

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Quality Policy

We at Youth Hostel, Kadapa are committed to providing safe, comfortable, and affordable accommodation for young travellers. Our quality policy aims to maintain the highest standard and continually improve our services to meet the diverse needs of our members and guests.

We shall achieve this through

Assessing the needs of interested parties and strive to exceed their expectations.

- Ensuring that our members and guests have a positive experience during their stay at our hostels, meeting their expectations for cleanliness, amenities and friendly service.
- Implementing stringent safety measures to ensure the well- being of our guests, staff and property.
- Regular inspections and training will be conducted to maintain a safe environment.
- Maintaining a high level of cleanliness in all areas of our hostels, including rooms, bathrooms, common areas, and dining facilities, adhering to strict hygiene standard.
- Investing in the training and development of our staff members to ensure their competence, friendliness and professionalism in serving our guests.
- Emphasizing a culture of continuous improvement by gathering feedback from guests and services and facilities.
- Strive to exceed our guest's expectations through exceptional hospitality, cleanliness and personalized services.
- Adhering to all relevant legal and regulatory requirements as well as aligning with the principles of the Youth Hostel.

Quality Objectives

- To provides safe and affordable accommodation for young traveller
- To help especially young people of limited means, to acquire a greater knowledge, love and care of the countryside, its beauty spots, historic sites, buildings etc.,
- By providing hostel or other simple accommodation in their travels and thus to promote their health, rest and education and recreational facilities.
- To foster friendly relations between the rural and the urban people.
- To promote inter- state and international contacts without distinction of class, colour or creed by providing a meeting ground in the homely, healthy atmosphere of youth hostel and their environments.
- To imbibe reverence for all life nature and creations.
- To collect, compile and publish any information concerning centres of varied types of interests- scenic, historic, architectural, industrial and the like.
- To organise educational and sight seeing tours within the country or abroad for youth groups.
- To organise or otherwise help in the conduct of voluntary work camp either of a national character or an international one.
- To organise and promote cultural shows and activities for encouraging youth talent.
- To provide excellent service, safety and guest satisfaction.

- To provides young people on their educational excursions inexpensive hostelling facilities in the form of dormitories – separate for ladies and gents, a dining hall with self-service, a common room or lounge. It is a place for forming friendship, recreation and informal education.
- To provide simple accommodation at moderate cost for short period, 3 days at a time, extendable at the discretion of the Warden in deserving cases"

Chairman

The targets for these objectives are defined annually and communicated to all concerned.

Profile of Youth Hostel, Kadapa

- Youth Hostel, Kadapa is a joint venture of the Central Government of India & State Government of Tamilnadu. It conforms to the norms followed by International Youth Hostel Federation and is a non-religious, non-political, non-commercial unit transcending barriers of race, colour, sex, caste, creed or social background.
- Youth Hostel is a Home away from Home.
- It provides young people on their educational excursions inexpensive hostelling facilities in the form of dormitories – separate for ladies and gents, a dining hall with self-service, a common room or lounge
- It is a place for forming friendship, recreation and informal education.
- Youth Hostels provide simple accommodation at moderate cost for short period, 3 days at a time, extendable at the discretion of the Warden in deserving cases.
- Unique features of the youth hostel are that both men and women can stay and that it is looked after by two wardens - a husband wife team who are also known as hostel parents.
- The Youth Hostel is run by the comprising of Chairman, Manager Cum Member Secretary and members. Manager in charge of the hostel is responsible for day-to-day administration work of the youth hostel.

Clause 1: <u>Scope of ISO 9001: 2015 QMS</u>

- Youth Hostel, Kadapa **"To provide safe and affordable accommodation for young traveller"** To meet the requirements of IS/ISO 9001:2015 as well as the requirements of its customer satisfaction etc. For this, youth hostel has established, documented, implemented, maintained and strives to continually improve QMS and also its various processes with the aim of enhancing satisfaction of customer, other beneficiaries.

Clause 2: <u>Normative References</u>

The Quality Management System Detailed In This Document Is Developed And Structured; as per ISO 9001:2015 Quality Management Systems-Fundamentals And Vocabulary. (5th Edition).

Clause 3: <u>Terms and Definitions</u>

For the purposes of this document, the following terms and definitions apply.

3.1 : **organization** - *person* or group of people that has its own functions with responsibilities, authorities and relationships to achieve its *objectives*

3.2 : **Interested Party** – stakeholder -*person* or *organization* that can affect, be affected by, or perceive itself to be affected by a decision or activity

3.3 : **requirement** - need or expectation that is stated, generally implied or obligatory

3.4 : **management system** - set of interrelated or interacting elements of an *organization* to establish *policies* and *objectives* and *processes* to achieve those objectives

3.5 : **top management** - *person* or group of people who directs and controls an *organization* at the highest level

3.6 : **effectiveness** -- extent to which planned activities are realized and planned results achieved

3.7 : **policy** - intentions and direction of an *organization*, as formally expressed by its *top management*

3.8 : **objective** - result to be achieved

3.9 : **risk** - effect of uncertainty

3.10 : **competence** - ability to apply *knowledge* and *skills* to achieve intended results

3.11 : documented information - information required to be controlled and maintained by an *organization* and the medium on which it is contained

3.12 : process - set of interrelated or interacting activities which transforms inputs into outputs

3.13 : performance - measurable result

3.14 **: outsource** (verb) - make an arrangement where an external *organization* performs part of an organization's function or *process*

3.15 : monitoring - determining the status of a system, a *process* or an activity

3.16 : measurement - *process* to determine a value

3.17 : audit- systematic, independent and documented *process* for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled

3.18 **: conformity -** fulfillment of a *requirement*

3.19 **: nonconformity -** non-fulfillment of a *requirement*

3.20 : corrective action - action to eliminate the cause of nonconformity and to prevent recurrence

3.21 **: continual improvement -** recurring activity to enhance *performance*

3.22 **: vision -** aspirations of an *organization* in relation to its desired future condition and duly aligned with its *mission*

3.23 : mission -reason for being, mandate and scope of an *organization*, translated into the context in which it operates

3.24 : **strategy** - plan to accomplish the *organization's* mission and achieve the organization's *vision*

3.25 : **course** -distinct set of *teaching* and learning activities, designed to meet defined learning *objectives* or learning outcomes

3.26 : **programme** -consistent set of *courses* designed to meet defined learning *objectives* or learning outcomes and leading to recognition

3.27 : **person** – individual human being, i.e. a natural person, who acts as a distinct indivisible entity or is considered as such

3.28 : **staff -** *persons* who work for and within an *organization*

3.29 : **usability** - extent to which a product, service, environment or facility can be used by specified users to achieve specified goals with *effectiveness,* efficiency and satisfaction in a specified context of use.

3.30 : **Top Management**- the Chairman of youth hostel, Kadapa for the purpose of Quality Management System (QMS)

3.31 : **Master Copy**- the Original document, which is endorsed by the person reviewing and approving, and thus authorised for use. The master document shall be used for generating all controlled and uncontrolled copies as required.

3.32 : **Controlled Copy**- document devised from the master copy and which is replaced with the updated version of the same after revision/ change is made to the Master copy.

3.33 : **Uncontrolled Copy**- document, which is not updated after a change and thus may not be the latest version.

Clause 4: Context of Youth Hostel, Kadapa

The context of an organization for youth hostel revolves around providing safe, affordable and communal accommodations for young travellers.

Youth Hostel, Kadapa is a joint venture of the Central Government of India & State Government of Tamilnadu. It conforms to the norms followed by International Youth Hostel Federation and is a non-religious, non-political, non-commercial unit transcending barriers of race, colour, sex, caste, creed or social background.

Youth Hostel is a Home away from Home.

- It provides young people on their educational excursions inexpensive hostelling facilities in the form of dormitories – separate for ladies and gents, a dining hall with self-service, a common room or lounge.
- It is a place for forming friendship, recreation and informal education.
- Youth Hostels are not to be mistaken for luxury homes; not are they to be mistaken for residential hostels, which provide boarding lodging for long periods.
- Youth Hostels provide simple accommodation at moderate cost for short period, 3 days at a time, extendable at the discretion of the Warden in deserving cases.

Unique features of the youth hostel are that both men and women can stay and that it is looked after by two wardens - a husband wife team who are also known as hostel parents.

Clause 4.1: Understanding Youth Hostel, Kadapa and its context

The Youth Hostel, MR have determined external and internal issues that are relevant to its purpose, its social responsibility and its strategic direction and

Which affect its ability to achieve the intended results of its quality management system.

Clause 4.1.1: Following are the external issues/factors
   a) Travel Trends and Preferences
   b) Economic Conditions
   c) Technological Advancements
   d) Government Policies and Regulations
   e) Environmental Concerns
   f) Competitive Landscape
   g) Natural Disasters and Emergencies
   h) Demographic Shifts
   i) Cultural and Social Factors
   j) Marketing and Promotion

Clause 4.1.2: Following are the internal issues/factors

   a) Staffing and Training
   b) Facilities and Maintenance
   c) Budget Management
   d) Customer Service
   e) Safety and Security
   f) Hygiene and Cleanliness
   g) Sustainability Initiatives

h) Communication

i) Performance Metrics

j) Adaptability and Innovation

The external and internal issues identified are continuously being monitored and reviewed by the MR & Department In- charges.

Clause 4.2: Understanding the Needs and Expectations of Interested Parties:

The Youth Hostel has identified the interested parties that are relevant to the QMS as:

Sl. No.	Interested Party	Requirement
1	Guests	They expect clean and comfortable accommodations, friendly and helpful staff, a safe environment, and access to essential amenities like Wi-Fi, communal areas, and travel information.
2	Local Community	The community may expect responsible and sustainable practices, engagement in local events, and contributions to the community's social and economic development.
3	Regulatory Authorities	Compliance with local, regional, and national laws and regulations is crucial to meet the expectations of regulatory authorities
4	Online Booking Platforms	Meeting the standards and requirements of online booking platforms to maintain a positive online reputation and attract more bookings
5	Environmental Organization	Interest in environmental sustainability, eco-friendly practices, and waste reduction measures.
6	Regulatory Environment	Complying with local, regional, and national regulations and navigating changes in laws that affect the hospitality industry

The Youth Hostel Management Representatives shall be monitors and reviews information about these interested parties and their relevant requirements during management reviews.

Clause 4.3: Determining the Scope of the Quality Management System

4.3.1 Scope: Based on the analysis of the above issues of concern, interests of stakeholders and in consideration of the services provided, the youth hostel (MR) has determined the scope of its QMS, which is documented at section 1 of this manual.

Clause 4.4: Quality Management System and its processes

The Youth Hostel operates a documented Quality Management System established to ensure that specified Quality Policy and Objectives, Guest Feedback, Communication and support requirements are met. The effectiveness of the Quality Management System (QMS) is monitored through a process of internal auditing, analysis of guest feedback, performance evaluation of our processes and management review. Staffs who are an integral part in the application of the various components of the QMS can provide feedback regarding QMS to the Competent Authority and MR. Accordingly, appropriate and timely revisions will be made to correct the deficiency. Areas of non-conformance are addressed by raising corrective action requests and areas of potential non- conformance are addressed through actions risk and opportunities.

For this Youth Hostel has

a) Determine the inputs required (Guest Feedback, communication, staff requirements etc and the outputs like improvement and quality service expected from these processes;

b) Determine the sequence and interaction of these processes;

c) Determine and apply the criteria and methods including monitoring, measurements and related performance indicators needed to ensure the effective operation and control of these processes.

d) Determine the resources needed for these processes and ensure their availability.

e) Assigned the responsibilities and authorities for these processes(see details given under cl 5)

f) Address the risks and opportunities as determined in accordance with with cl 6.1

g) Improve the processes and the quality management system.

Support Staff (On need basis), Security staff and Sanitation staff are outsourced and the MR exercises adequate control on these processes

Documented information as identified in this Quality Manual, referred procedures and other documents to support the operation of processes are retained to verify and have confidence that these processes are being carried out as planned

Clause 5: Leadership

Clause 5.1 Leadership and commitment

Clause 5.1.1 General

Top management of Youth Hostel demonstrate leadership and commitment with respect to the quality management principles and it is described

a) Taking accountability for the effectiveness of the QMS;

b) Ensuring that the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the organization;

c) Ensuring the integration of the QMS requirements into the organization's business processes of Youth Hostel

d) Promoting the use of the process approach and risk-based thinking;

e) Ensuring that the resources needed for the quality management system are available;

f) Communicating the importance of effective quality management and of conforming to the QMS requirements;

g) Ensuring that the quality management system achieves its intended results;

h) Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;

i) Promoting improvement;

j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility

Clause 5.1.2 Customer focus

Top management of Youth Hostel demonstrate leadership and commitment with respect to customer focus by ensuring that described

a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;

b) The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;

c) The focus on enhancing customer satisfaction is maintained.

Clause 5.2 Policy

Clause 5.2.1 Establishing the quality policy

Top management of Youth Hostel establish, implement and maintain a quality policy that specified

a) is appropriate to the purpose and context of the organization and supports its strategic direction;

b) provides a framework for setting quality objectives;

c) includes a commitment to satisfy applicable requirements;

d) includes a commitment to continual improvement of the quality management system

Clause 5.2.2 Communicating the quality policy

The quality policy shall:

a) Be available and be maintained as documented information;

b) Be communicated, understood and applied within the organization;

c) Be available to relevant interested parties, as appropriate.

Clause 5.3: Organizational roles, responsibilities and authorities

The Youth Hostel, MR has assigned responsibilities and authorities to various personnel i.e. teaching as well as non teaching staff whose work affects hostel quality and informed to them and also made understood to them . Responsibilities and authorities have been assigned for

a) Ensuring that the quality management system conforms to the requirements of this International Standard;

b) ensuring that the processes are delivering their intended outputs;

c) Reporting on the performance of the quality management system and on opportunities for improvement, in particular to top management of Youth Hostel;

d) Ensuring the promotion of customer focus throughout the organization;

e) Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

Designation	Roles and Responsibilities
GM	1) The General Manager is responsible for over-seeing all aspects of day-to-day hostel operations including guest services, maintenance, housekeeping, and food and beverage operations.
	2) Additionally, the General Manager will have responsibility for fiscal operation of the hostel including budgeting/financial planning and pricing.

	3)The General Manager oversees all human resources operations including hiring, training, scheduling, payroll, and performance reviews.
HR Manager	1) His responsibility is to inspect all parts of hostel and to get assured about security of hostel with maintaining level of cleanliness. 2) He is responsible for controlling and managing budget of hostel. 3)He is responsible to communicate with higher authority of hostel to take crucial decision regarding facilities of hostel. 4)Youth hostel manager is responsible for deciding meal and breakfast menus. 5)The responsibility of youth hostel manager is to arrange all facilities of reception and book hostel in advance. 6)The responsibility of youth hostel manager is to purchase goods used in hostel and repair all accommodations like repairing of rooms.
Front Desk Executive	1)Perform all check-in and check-out tasks 2)Manage online and phone reservations 3)Inform customers about payment methods and verify their credit card data 4)Register guests collecting necessary information (like contact details and exact dates of their stay) 5)Welcome guests upon their arrival and assign rooms 6)Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs 7)Maintain updated records of bookings and payments
House Keeping Assistant	1)Cleaning and preparing bedrooms between guest departures and arrivals, ensuring a fresh and inviting space for our visitors. 2)Maintaining the cleanliness of all shower and toilet areas to ensure a safe and comfortable stay. 3)Keeping the hostel reception and social areas clean and tidy, creating a welcoming atmosphere for everyone. 4)Efficiently and effectively undertaking housekeeping tasks, maintaining consistent cleanliness standards throughout the hostel. Taking a proactive approach to

	review and maintain these standards. 5)Reporting any faults or damage to a member of the hostel management team, ensuring a safe and comfortable environment. 6)Sorting and distributing used and unused linen, playing a key role in our guests' comfort.
Catering Supervisor	1)managing the food and beverage operation within your hostel 2)leading the preparation and delivery of food to agreed standards 3)carrying out cleaning duties predominantly within our kitchen and food and beverage service areas 4)minimising food and beverage waste 5)maximising food and beverage profits
Security Supervisor	a) Report on time and take over the shift b) Take attendance of security guards c) Assign duties/ work to security guards d) Report attendance and deficiency of manpower e)Supervise all security operations f)Maintain communication with stakeholder g) Prepare shift report h) Hand over shift to next security supervisor

Clause 6: Planning

Clause 6.1 Actions to address risks and opportunities:

Youth Hostel uses the strategic planning process to evaluate the mission and vision of the company, to analyze markets and competitors, to identify strengths, weaknesses, opportunities, threats and develop key strategic goals. The outcome of this activity is to develop a business plan for the near future, identify measurements for objectives, develop plans to achieve objectives and define the direction of the company. Planning activities for the Quality Management System will focus on how to effectively meet quality objectives, customer and legal requirements. In addition, planning activities will also identify risk, opportunities and define actions to assure that:

• Actions are integrated and implemented into processes;

• The Quality Management System can achieve its intended results;

• Desirable effects will be enhanced;

• Undesired effects will be reduced or prevented;

• Improvement is fostered:

Clause 6.1.2

a) actions to address these risks and opportunities

b) how to integrate and implement the actions into its quality management system processes

c) Evaluate the effectiveness of these actions

Intersted parties	Requirements	Risks and Opportunities	Effectiveness of actions
External providers	*Communication, Payment Terms, On Time Supply, Technology Support,*	*Communication Gap, Payment & Delivery terms not in written, Output Failure*	*Communication like Emails, Phone, Payment & and delivery terms mention in PO, Documented information is provided for Technical support*
Customer	*Delivery & service of on time, Response to the complaint, Proper Communication channel*	*Business Loss, Reputation Down for Organization*	*Defined in the documented information of Marketing & Sales process & Review in Management review meetings*
Statutory & Regulatory Body	*Organization & product related Statutory & regulatory requirements are kept*	*The customer is not acceptable material or loss of business*	*Defined in documented information & Review in Management review meetings*

Clause 6.2: Youth Hostel Quality objectives and planning to achieve them The Chairman calls suggestions for youth hostel quality objectives from MR In- charge, discusses in detail and approves the same for implementation(Objectives are on Yearly basis)

a) Are consistent with the youth hostel quality policy;

b) Are measurable;

c) take into account applicable requirements;

d) Are relevant to conformity of products and services and to

e) enhancement of guest and other beneficiary satisfaction;

f) are continually monitored;

g) are communicated;

h) are updated as and when necessary.

Youth Hostel objectives have been documented and are available with Chairman & MR In-charge.

To achieve the organization objectives, Youth Hostel has determined

i) what is to be done;

ii) what resources required;

iii) who are responsible

iv) when it will be completed;

v) how the results will be evaluated.

Every MR Incharge strives to achieve the organization objectives& evaluates the results achieved. QMS MR Incharge has the data of all the depts

Clause 6.3: Planning of changes

When the organization determines the need for changes to the quality management system, the changes shall be carried out in a planned manner as under

The change is proposed by anybody in Youth Hostel which is put up to QMS MR In- Charge who in turn reviews the same and puts up to Chairman for approval. After approval by Chairman, the same is communicated to all concerned by MR In-charge.

The Principal determines

a) the purpose of the changes and their potential consequences
b) the integrity of QMS
c) the availability and readiness of internal resources;
d) the allocation or re-allocation of responsibilities and authorities.
e) the availability and readiness of external providers needed to implement the change

Clause 7: Support

Clause 7.1: Resources

Clause 7.1.1: **General** – Youth Hostel determined and provided the resources needed for establishment, implementation, maintenance and continual improvement of QMS in such a way that they sustainably enhance:
a) guest engagement and satisfaction through quality products and service
b) staff engagement and satisfaction through activities to improve staff competences to facilitate quality service;
c) other beneficiary satisfaction, through activities that contribute to the social benefits of customer.

The Top Management monitor resources provided by:

a) Youth Hostel;
b) External providers i.e. suppliers & service providers

The Top management take into account the needs of customer satisfaction with special needs and ensure that a variety of accessibility requirements are anticipated.

Clause 7.1.2 People

The Top Management of Youth Hostel determine and provide the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

Clause 7.1.3 Infrastructure

The following facilities that meet Customer requirements:

a) Camping Site;
b) Vehicle Park;
c) Hall for Meeting and conference
d) Separate Men and Women's Dormitories in Quiet Residential Area
e) Clean, Friendly, Safe and Secure Atmosphere
f) Place for Cooking food by Groups and food available on order through Kitchen Contractors
g) Fully Equipped Kitchen, Dining Room
h) Common room with Television, News Papers and Magazines
i) Ideal Environment for Groups
j) Buildings and associated utilities;
k) Equipment including hardware and software;

Clause 7.1.4 Environment for the operation of educational processes:
The Top Management determine, provide and maintain a suitable environment to promote the overall wellbeing of relevant interested parties, by considering:
a) psychosocial factors;
b) physical factors.
c) Social

Clause 7.1.5 Monitoring and measuring resources

Clause 7.1.5.1 General: The Top Management determine and provide the resources needed to ensure valid and reliable results/outcomes when monitoring or measuring is used to verify the conformity of quality products and services to requirements.

The Top Management of youth hostel ensure that the resources provided:

a) are suitable for the specific type of monitoring and measurement activities being undertaken.
b) are maintained to ensure their continued fitness for their purpose.

Documented information i.e. records of various monitoring & measurements taken are maintained as evidence of conformity of quality services.

Clause 7.1.6 Organizational knowledge: The Top Management of Youth Hostel determines the knowledge necessary for the operation of its processes and to achieve conformity of quality products and services. This knowledge is maintained, and made available to the extent necessary. When addressing changing needs and trends, The Top Management of Youth Hostel considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates.

The Top Management of Youth Hostel encourages exchange of knowledge between staff, particularly amongst peers. This is done by way of providing training to the concerned persons i.e. teaching as well as non-teaching staff in-house or by sending them to outside agency for requisite training.

The Top Management of Youth Hostel has provided and provides resources, as appropriate and makes them available where and when needed.

a) reflect the needs and requirements of Customer satisfaction
b) are reviewed at planned intervals to ensure they are up to date;
c) are catalogued and referenced.
The Top management of Youth Hostel respects intellectual property requirements and encourages reusability of resources.

Clause 7.2: Competence

The organization described :

a) determine the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system;

b) ensure that these persons are competent on the basis of appropriate education, training, or experience;

c) Where applicable, actions taken to acquire the necessary competence, and evaluate the effectiveness of the actions taken;

d) Retain appropriate documented information as evidence of competence.

e) Actions taken to support and ensure the continual development of relevant staff competence;

Clause 7.3 Awareness

The Top Management of youth hostel ensure that persons doing work under the organization's control are aware of:

a) the quality policy;

b) relevant QMS objectives;

c) their contribution to the effectiveness of the QMS, including the benefits of improved performance;

d) the implications of not conforming with the QMS requirements.

Clause 7.4: Communication

The Top Management has determined the internal and external communications relevant to QMS including

a) On what to communicate
b) When to communicate
c) With whom to communicate
d) How to communicate
e) Who communicates

Method of Internal Communication

What	When	With Whom	How	Who
Quality policy	Permanent	All Employees / Interested parties	Display / Letter /Training	Managing Partner
Information to external provider	Placing purchase order / Quotation collection	Supplier (External provider)	Purchase order / Letter / Email / Oral	Purchase in charge
Customer feedback	Once in a year / After service	Customer	Forwarding customer feedback form	Managing Partner
Action taken for customer complaints (Corrective Actions)	Once action taken	Customer	Electronic media / Letter/ oral/ Vendor rating/ MRM	QA in charge
Information to external providers	After service	Customer	Delivery challan / Letter / Email	Purchase In Charge

Method of External Communication

What	When	With Whom	How	Who
Quality policy	Enquiry/ order/ After service	All Interested parties	Display / Letter /Monitoring	Managing Partner
Customer feedback	Once in a year / After service	Customer	Forwarding customer feedback form	QA In Charge
Action taken for customer complaints (Corrective Actions)	Once action taken	Customer	Electronic media / Letter/ oral	QA In Charge
Information to external providers	After service	Customer	Delivery challan / Letter / Email	Purchase Head

Clause 7.5: Documented information

Clause 7.5.1: **General** – QMS implemented by Youth Hostel includes

a) documented information required this standard

b) documented information determined by Youth Hostel as being necessary for the effectiveness of QMS

Clause 7.5.2: **Creating & updating**– When creating and updating documented information, The Top Management of youth hostel ensures

   a) Identification and description (e,g. Title, date, reference number, author)
   b) Format (e.g. language, software version) and medium (e.g. paper, electronic) taking into account the accessibility requirements of persons with special needs
   c) Review and approval for suitability and adequacy.

 The Top Management of Youth Hostel has established documented information (procedure) as given below for effective implementation of QMS.

Clause 7.5.3: **Control of documented information**

This QMS Manual as well as all other documents are controlled and

   a) The Master copy of QMS Manual is signed by the Reviewing (MR Incharge), Approving (The Chairman) and issuing Authority (MR Incharge)

Documented information required by the quality management system and by this International Standard is controlled to ensure:

a) it is available and suitable for use, where and when it is needed;

b) Are adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity.

For the control of documented information, the top management of youth hostel address the following activities

a) distribution, access, retrieval and use;

b) storage and preservation, including preservation of legibility;

c) Control of changes (e.g. version control);

d) Retention and disposition.

Documented information of external origin determined by the organization to be necessary for the planning and operation of the quality management system shall be identified as appropriate, and be controlled.

The documents of external origin such as Indian Standards as determined by Top Management of Youth Hostel to be necessary for the planning and operations of the Quality Management System are identified and their distribution controlled and maintained. These documents are updated periodically by reference to their issuing authority.

8 Operation

Clause 8.1 Operation Planning and Control: The Top Management plans, implements and controls the various processes (indicated at cl 4.4) needed to meet the requirements of quality service and to implement the actions determined to related to risks and opportunities by

a) Determine the inputs required (Guest Feedback, communication, staff requirements etc and the outputs like improvement and quality service expected from these processes;

b) Determine the sequence and interaction of these processes;

c) Implementing control of the processes in accordance with the criteria

d) Determining, maintaining and retaining documented information to the extent necessary

e) Determining, maintaining and retaining documented information to the extent necessary:

1) to have confidence that the processes have been carried out as planned;

2) to demonstrate the conformity of products and services to their requirements. The output of this planning shall be suitable for the organization's operations. The organization shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

The organization of top Management ensure that outsourced processes are controlled (see 8.4).

As per norms/guidelines, The Chairman makes a plan for various processes of the Youth Hostel and execution, communicates it to MR In charge of Youth Hostel.

The Chairman & QMS MR of Youth Hostel control changes in a planned manner and review the consequences of unintended changes taking action to mitigate any adverse effects, as necessary.

Clause 8.2 Requirements for products and services

Clause 8.2.1 Customer communication

Communication with customers include:

a) providing information relating to products and services, ie Multilingual Support, Online BookingSystem, Local Information.

b) handling enquiries, contracts or orders, including changes;

c) obtaining customer feedback relating to products and services, including customer complaints;

d) handling or controlling customer property;

e) establishing specific requirements for contingency actions, when relevant.

Clause 8.2.2 Determining the requirements for products and services: When determining the requirements for the products and services to be offered to customers, the organization ensure that:

a) the requirements for the products and services are defined, including:

1) any applicable statutory and regulatory requirements;

2) those considered necessary by the organization;

b) the organization can meet the claims for the products and services it offers.

Clause 8.2.3 Review of the requirements for products and services: The organization ensure that it has the ability to meet the requirements for products and services to be offered to customers.

The organization conducts a review before committing to supply products and services to a customer, to include:

 a) Requirements specified by the customer, including the requirements for delivery and post delivery activities;

 b) Requirements not stated by the customer, but necessary for the specified or intended use, when known;

 c) Requirements specified by the organization;

 d) Statutory and regulatory requirements applicable to the products and services;

 e) Contract or order requirements differing from those previously expressed

Clause 8.2.4 Changes to requirements for products and services:

 The Youth Hostel ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements, when the requirements for products and services are changed.

Clause 8.3: Design and development of Product and Services: Requirements of this clause are not applicable to Youth Hostel, Kadapa. So it does not carry out/is not allowed to carry out any changes in it.

Clause 8.4 Control of externally provided processes, products and services

Clause 8.4.1 General

The Youth Hostel should ensure that externally provided processes, products and services conform to requirements.

The Youth Hostel, Kadapa should determine the controls to be applied to externally provided processes, products and services when:

        a) Products and services from external providers are intended for incorporation into the organization's own products and services;

b) products and services are provided directly to the customer(s) by external providers on behalf of the organization;

c) a process, or part of a process, is provided by an external provider as a result of a decision by the organization.

The Youth Hostel, Kadapa Should determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The organization shall retain documented information of these activities and any necessary actions arising from the evaluations.

Clause 8.4.2 Type and extent of control

The Youth Hostel Should ensure that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers.

The Youth Hostel, Kadapa should:

a) ensure that externally provided processes remain within the control of its quality management system;

b) define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;

c) take into consideration:

1) the potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements;

2) the effectiveness of the controls applied by the external provider; d) determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

Clause 8.4.3 Information for external providers

The Youth Hostel should ensure the adequacy of requirements prior to their communication to the external provider.

The Youth Hostel should communicate to external providers its requirements for:

a) the processes, products and services to be provided;

b) the approval of:

  1) products and services;

  2) methods, processes and equipment;

  3) the release of products and services;

c) competence, including any required qualification of persons;

d) the external providers' interactions with the organization;

e) control and monitoring of the external providers' performance to be applied by the organization; f) verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.

Clause 8.5 Production and service provision

Clause 8.5.1 Control of production and service provision

The Youth Hostel should implement production and service provision under controlled conditions. Controlled conditions shall include, as applicable:

a) the availability of documented information that defines:

1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed;

2) the results to be achieved;

b) the availability and use of suitable monitoring and measuring resources;

c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;

d) the use of suitable infrastructure and environment for the operation of processes;

e) the appointment of competent persons, including any required qualification;

f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;

g) the implementation of actions to prevent human error;

h) the implementation of release, delivery and post-delivery activities.

Clause 8.5.2 Identification and traceability

The Youth Hostel should use suitable means to identify outputs when it is necessary to ensure the conformity of products and services.

The Youth Hostel should identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.

The Youth Hostel should control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability.

Clause 8.5.3 Property belonging to customers or external providers

The Youth Hostel should exercise care with property belonging to customers or external providers while it is under the organization's control or being used by the organization.

The Youth Hostel should identify, verify, protect and safeguard customers' or external providers' property provided for use or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the Youth Hostel should report this to the customer or external provider and retain documented information on what has occurred.

NOTE: A customer's or external provider's property can include materials, components, tools and equipment, premises, intellectual property and personal data.

Clause 8.5.4 Preservation

The Youth Hostel, Kadapa should preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

NOTE:- Preservation can include identification, handling, contamination control, packaging, storage, transmission or transportation, and protection.

Clause 8.5.5 Post-delivery activities

The Youth Hostel, Kadapa should meet requirements for post-delivery activities associated with the products and services.

In determining the extent of post-delivery activities that are required, the organization shall consider:

a) statutory and regulatory requirements;

b) the potential undesired consequences associated with its products and services;

c) the nature, use and intended lifetime of its products and services;

d) customer requirements;

e) customer feedback.

NOTE:- Post-delivery activities can include actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal.

Clause 8.5.6 Control of changes

The Youth Hostel, Kadapa should review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.

The Youth Hostel, Kadapa should retain documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

Clause 8.6 Release of products and services

The Youth Hostel, Kadapa should implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer should not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

The Youth Hostel should retain documented information on the release of products and services.

The documented information should include:

a) evidence of conformity with the acceptance criteria;

b) traceability to the person(s) authorizing the release

Clause 8.7 Control of nonconforming outputs

The Youth Hostel, Kadapa should ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The Youth Hostel, Kadapa should take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to nonconforming products and services detected after delivery of products, during or after the provision of services.

The Youth Hostel, Kadapa should deal with nonconforming outputs in one or more of the following ways:

a) correction;

b) segregation, containment, return or suspension of provision of products and services;

c) informing the customer;

d) obtaining authorization for acceptance under concession. Conformity to the requirements shall be verified when nonconforming outputs are corrected.

The Youth Hostel, Kadapa should retain documented information that:

a) describes the nonconformity;

b) describes the actions taken;

c) describes any concessions obtained;

d) identifies the authority deciding the action in respect of the nonconformity.

Clause 9: Performance Evaluation: The Performance evaluation of a youth hostel, Kadapa involves assessing various aspects of its operations to ensure it meets its goals and provides high- quality services to guest.

The following key areas:-

Sl.No	Key Performance Indicator	Remarks
1	Guest Satisfaction Surveys	Conduct regular surveys to gather feedback from guests. This can include their satisfaction with accommodations, staff service, amenities and overall experience
2	Occupancy Rates	Monitor Occupancy rates to assess how effectively the hostel is filling its rooms. Low Occupancy rates may indicate issues with marketing or guest attraction.
3.	Average Length of Stay	Determine how long guests typically stay at the hostel. This can impact revenue and help with resource allocation
4.	Revenue and Profitability	Evaluate the financial performance of the hostel by analyzing revenue, expenses, and profitability. This includes assessing the return on investment for marketing efforts.
5	Online Reviews and Ratings	Monitor Online platforms(e.g., TripAdvisor, Booking.com) for guest reviews and ratings. Address negative reviews promptly and use positive reviews

6	Staff Performance	Assess staff performance through regular evaluations and feedback. Ensure that employees as well trained and capable of providing excellent customer service
7	Health and Safety Compliance	Ensure the hostel complies with health and safety regulations. Regular Inspections and audit can help to identify and address potential issues
8	Maintenance and Cleanlines	Evaluate the condition of the hostel's facilities and rooms. Regular maintenance and cleanliness are critical for guest satisfaction
9	Employee Satisfaction	Evaluate the job satisfaction of hostel staff. Happy employees are more likely to provide better service to guests.
10	Community Engagement	Assess the hostel's involvement in the local community. Active participation can enhance the hostel's reputation

Clause 9.1: Monitoring, measurement, analysis and evaluation

Clause 9.1.1: **General:** Youth Hostel has determined

a) What is to be monitored and measured for various programmes conducted
b) The methods for monitoring, measurement, analysis and evaluation needed to ensure valid outcomes
c) When the monitoring and measuring shall be performed
d) When the results from monitoring and measurements shall be analysed and evaluated.

QMS MR and The Chairman evaluate the performance and effectiveness of QMS. All relevant evidences i.e. records (documented information) are maintained. People are given opportunity to critically review their own work in a reflective and constructive manner, as a contribution to their improvement.

Clause 9.1.2 Customer Satisfaction:

As one of the measure of the performance of QMS, The Youth Hostel strives to obtain customer/student feedback on delivering of products and services, ie) in order to assess level of customer/student satisfaction. The customers/students are requested to give their assessment of the youth hostel performance in the various aspects of their needs and requirements. Even other beneficiaries and staff are requested to give their feedback about overall working, environment of our youth hostel. The response is directly obtained from the customer, student and staff.

The data is tabulated and suitably analysed to determine index of customer satisfaction. If required, corrective actions are taken to improve the level of satisfaction

The data is reviewed by the Management Review Committee during its meetings.

Clause 9.1.3 Analysis and evaluation

The Youth Hostel, Kadapa should analyse and evaluate appropriate data and information arising from monitoring and measurement. The results of analysis should be used to evaluate:

a) conformity of products and services;

b) degree of customer satisfaction;

c) performance and effectiveness of the quality management system;

d) planning has been implemented effectively;

e) effectiveness of actions taken to address risks and opportunities;

f) performance of external providers;

g) need for improvements to the quality management system.

Clause 9.2 Internal audit

QMS MR plans for internal audits the frequency of which is once in six month covering all activities under QMS to provide information on whether QMS (see cl 4.4)

QMS MR in consultation with The Chairman

a) Plans, establishes, implements and maintains an internal audit programme including frequency, methods, responsibilities, planning requirements and reporting which takes into consideration the QMS objectives, importance of processes concerned, feedback from Customer, changes affecting Youth Hostel and results of previous audits

b) Defines the audit criteria and scope of each audit

c) Selects auditors who have received appropriate training about IS/ISO 9001:2015, have no direct responsibility for the process/activity being audited & auditing and gets audits conducted ensuring that the independence of auditors, objectivity and impartiality of audit process is maintained.

d) Ensures that the results of audits are reported to The Chairman

e) Identifies areas of improvement

f) Takes appropriate correction and corrective actions without undue delay to eliminate the detected non conformity. Follow up actions are taken to verify the effectiveness of corrective actions taken through verification audit.

g) Retains documented information i.e. records as evidence of implementation of the audit programme and the audit results in audit report which includes non conformity, if any.

Clause 9.3: Management review

Clause 9.3.1: General:

The Top Management reviews the QMS at once in six months interval to ensure/ascertain the suitability, adequacy, effectiveness and alignment of QMS with the strategic direction of the youth hostel under his Chairmanship. QMS MR organizes the MRC to review QMS based on report of QMS Coordinator, internal audit of QMS, customer/staff feedback, corrective and preventive actions, follow-up actions from previous reviews, process performance and programmes conformity, changes which could affect Quality Management System and recommendations for improvement.

Clause 9.3.2: Management review inputs

The inputs for the management review are as under:

a) The status of actions from previous management reviews

b) Changes in external & internal issues as mentioned in cl 4.1 that are relevant to QMS

c) Information on the performance and effectiveness of QMS including trends in

 1) customer satisfaction and feedback from interested parties

 2) the extent to which quality objectives have been achieved

 3) process performance and conformity of academic programmes to students' requirements & University requirements.

 4) nonconformities and corrective actions

 5) monitoring and measurement results

 6) audit results (external & internal)

 7) the performance of external providers i.e. suppliers

 8) formative and summative assessment outcomes

 d) the adequacy of resources

 e) the effectiveness of actions taken to address risks and opportunities as mentioned in cl 6.1

 f) staff feedback related to activities to enhance their competence.

 g) opportunities for improvement

Clause 9.3.3: Management review outputs

The management review output includes decisions and actions related to

a) Opportunities for continual improvement

b) Any need for changes to QMS

c) Resource needs

QMS Coordinator maintains documented information i.e. records of management reviews as evidence of the results of management reviews.

Clause 10: Improvement

Clause 10.1: General

Youth Hostel should continually seek opportunities for improvement, with the goal of enhancing its performance and the effectiveness of the QMS. It's about proactively identifying areas where youth hostel can do better, whether in terms of customer satisfaction, operations, or compliance

a) Improving products and services to meet requirements as well as to address future needs and expectations;

b) Correcting, preventing or reducing undesired effects;

c) Improving the performance and effectiveness of the quality management system

Clause 10.2: Nonconformity and corrective action

Clause 10.2.1 when nonconformity occurs including any arising from complaints, Youth Hostel

a) Reacts to the nonconformity and as applicable
   1) Takes action to control and correct the same
   2) Deals with consequences
b) Evaluates the need for action to eliminate the causes of nonconformity in order that it does not recur or occur elsewhere by
   1) Reviewing and analysing the nonconformity
   2) Determining the causes of the nonconformity
   3) Determining if similar nonconformities exist or could potentially occur

c) Implements any action needed
d) Reviews the effectiveness of any corrective action taken
e) Updates risks and opportunities determined during planning, if necessary
f) Makes changes to QMS, if necessary
g) Corrective actions taken are proportionate to the effects of nonconformities encountered.

Youth Hostel retains documented information i.e. records as evidence of:

a) The nature of the nonconformities and any subsequent actions taken
b) The results of any corrective action

Clause 10.3: Continual Improvement

Youth Hostel strives to improve the suitability, adequacy and effectiveness of the implemented QMS through internal audit, corrective actions taken on any NCs detected and the management review. This also takes in to account the relevant research and best practices prevailing. We also consider the results of analysis and evaluation to determine if there is any need or opportunity for continual improvement.

Organization Structure

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                    ┌─────────┐
                    │  START  │
                    └────┬────┘
                         ▼
              ┌────────────────────┐
              │   GUEST ARRIVES    │
              └─────────┬──────────┘
                        ▼
              ┌────────────────────┐
              │  CHECK- IN PROCESS │
              └─────────┬──────────┘
                        ▼
              ┌────────────────────┐
              │    ASSIGN ROOM     │
              └─────────┬──────────┘
                        ▼
              ┌────────────────────┐
              │ PROVIDE KEY/ ACCESS│
              └─────────┬──────────┘
                        ▼
              ┌────────────────────┐
              │  GUEST SETTLES IN  │
              └─────────┬──────────┘
                        ▼
              ┌────────────────────┐
              │   OFFER AMENITIES  │
              └─────────┬──────────┘
                        ▼
              ┌────────────────────┐
              │ INFORM ABOUT RULES │
              └─────────┬──────────┘
                        ▼
              ┌────────────────────┐
              │  ANSWER QUESTIONS  │
              └─────────┬──────────┘
                        ▼
              ┌────────────────────┐
              │  GUEST ENJOYS STAY │
              └─────────┬──────────┘
                        ▼
              ┌────────────────────┐
              │  REGULAR CLEANING  │
              └─────────┬──────────┘
                        ▼
              ┌────────────────────┐
              │MAINTENANCE AS NEEDED│
              └─────────┬──────────┘
                        ▼
              ┌────────────────────┐
              │ DINING AREA ACCESS │
              └─────────┬──────────┘
                        ▼
              ┌────────────────────┐
              │ CHECK- OUT PROCESS │
              └─────────┬──────────┘
                        ▼
              ┌────────────────────┐
              │ RETURN KEY/ ACCESS │
              └─────────┬──────────┘
                        ▼
              ┌────────────────────┐
              │ BILLING AND PAYMENT│
              └─────────┬──────────┘
                        ▼
              ┌────────────────────┐
              │   THANK THE GUEST  │
              └─────────┬──────────┘
                        ▼
              ┌────────────────────┐
              │  GUEST DEPARTURE   │
              └─────────┬──────────┘
                        ▼
              ┌────────────────────┐
              │        END         │
              └────────────────────┘
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A. 1. Receipt of Students feedback/complaints/suggestions
   2. Analysis of data
   3. Time frame (Yearly)
   4. Measurable performance
   5. Students' satisfaction index

B. 1. Review of functions of various committees
   2. To understand roles & responsibilities of various activities
   3. Corrective & preventive action
   4. Feedback analysis

The records as the evidence for the above activities carried out are maintained by the office itself.

Activities of Top Management:-

   1. Ensure appropriate safety practices
   2. Record of work load
   3. Recruitment of human resource
   4. Draft advertisement
   5. Selection process
   6. Communication (Internal and External)

The records as the evidence for the above activities carried out are maintained by the office itself.

1. Collect requirements from user department /office/ committee
2. Forward the same to the Chairman
3. The Chairman will forward the requirements to the purchase committee
4. To get quotation from different supplier
5. Compilation of requirement
6. Comparative analysis
7. Review and recommendation by the committee
8. Final approval by authority
9. Placement of order by Admin Dept
10. Receipt of material
11. Inspection of received material by user department/committee/office
12. If satisfactory, accept material and release payment otherwise reject material and send back to supplier
13. To keep record of quality from feedback collected from staff to consider for the next order

The records as the evidence for the above activities carried out are maintained by the committee itself.

Repair and Maintenance Committee takes care of maintenance of the Youth Hostel for following facilities:

A. Physical facilities
B. IT Infrastructure
C. Library
D. Campus Infrastructure

Process Flow for Repair and Maintenance of facilities is as follows

1. Collect requirements from users(students, teachers, nonteaching staff etc)

2. Entry in the common register

3. To get quotation from different supplier

4. Compilation of requirement

5. Comparative analysis

6. Review and recommendation by the committee

7. Final approval by authority

8. Completion of work

9. Checking of work as per requirements and quotations

10. Payment of Bill

The records as the evidence for the above activities carried out are maintained by the committee itself.

1. HOD –Head of Department
2. Dept—Department
3. QMS— Quality Management System
4. AOS— Activities of Office Superintendent
5. IA—Internal Audit
6. DC—Document control
7. RC—Record control
8. NC—Control of Nonconformity
9. CAPA—Corrective & preventive action
10. MRM—Management Review
11. COMT—Documents related various committees
12. PMP-Purchase & maintenance
13. No—Number
14. Rev—Revision
15. MR- Management Representative
16. YH- Youth Hostel
17. IS—Indian Standards
18. ISO—International Organisation for Standardisation
19. QM—Quality Manual
20. PROC—Procedure
21. Cl—Clause
22. Doc. No – Document Number
23. QSM- Quality System Management
24. Rev. No- Revision number