

INTERNATIONAL JOURNAL OF RESEARCH IN COMPUTER APPLICATION & MANAGEMENT

I
J
R
C
M



A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

Indexed & Listed at:

Ulrich's Periodicals Directory ©, ProQuest, U.S.A., EBSCO Publishing, U.S.A., Cabell's Directories of Publishing Opportunities, U.S.A.

Open J-Gate, India [link of the same is duly available at Inlibnet of University Grants Commission (U.G.C.)].

Index Copernicus Publishers Panel, Poland with IC Value of 5.09 & number of libraries all around the world.

Circulated all over the world & Google has verified that scholars of more than 3412 Cities in 173 countries/territories are visiting our journal on regular basis.

Ground Floor, Building No. 1041-C-1, Devi Bhawan Bazar, JAGADHRI – 135 003, Yamunanagar, Haryana, INDIA

<http://ijrcm.org.in/>

CONTENTS

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
1.	ROLE OF TRAINING FOR MAINTAINING AN ISO 9001 SYSTEM <i>DR. VINOD N. SAYANKAR</i>	1
2.	AN ANALYSIS OF THE ROLE OF SMALL SCALES INDUSTRIES' SECTOR IN INDIA <i>SONIKA CHOUDHARY & DR. M. L. GUPTA</i>	4
3.	REDUCING PATH CONGESTION AND FAILURE IN AN INTERACTIVE NETWORK APPLICATIONS <i>S. SATHYAPRIYA, A. KUMARESAN & K. VIJAYAKUMAR</i>	7
4.	SEGMENTING THE SHOPPERS OF GREEN FASHION PRODUCTS ON THEIR SHOPPING BEHAVIOUR <i>DR. MANOJ KUMAR</i>	11
5.	SEARCHING THE CAUSES OF ORGANIZATIONAL FAILURE IN CONTROLLING DRUG ADDICTION IN THE PERSPECTIVE OF SOME RELEVANT VARIABLES IN BANGLADESH WITH SPECIAL REFERENCE TO SYLHET <i>ABDUL LATIF & SARUAR AHMED</i>	14
6.	AN ASSESSMENT OF QUALITY OF SERVICE DELIVERY IN ETHIOPIAN PUBLIC HIGHER EDUCATION INSTITUTIONS <i>DR. SOLOMON LEMMA LODESSO</i>	20
7.	A STUDY OF THE EFFECTS OF INSUFFICIENT SLEEP, CHANGES IN THE SLEEPING AND FOOD HABITS OF NIGHT SHIFT WORKERS <i>CHHAYA P. PATEL</i>	26
8.	ELECTRONIC COMMERCE ADOPTION BY MICRO, SMALL AND MEDIUM SIZED ENTERPRISES <i>BISWAJIT SAHA</i>	47
9.	THE WORKING CAPITAL ANALYSIS OF DISTRICT CENTRAL COOPERATIVE BANKS IN TIRUNELVELI REGION, TAMILNADU <i>DR. A. MAHENDRAN & R. AMBIKA</i>	50
10.	QUANTIFICATION OF QUALITY AS PER USER PERSPECTIVE IN SOFTWARE DEVELOPMENT <i>SHABINA GHAFIR & MAMTA SHARMA</i>	58
11.	A STUDY ON CORPORATE SOCIAL RESPONSIBILITY <i>M. UMREZ, B. SWATHI & K. LAVANYA</i>	65
12.	COMPUTERIZED ACCOUNTING INFORMATION SYSTEMS AND SYSTEM RISK MANAGEMENT IN NIGERIAN BANKS <i>DR. DAFERIGHE, EMMANUEL EMEAKPONUZO & DR. UDIH, MONEY</i>	67
13.	EVALUATION OF CUSTOMER SATISFACTION ON BROADBAND INTERNET SERVICE USERS OF ETHIO TELECOM <i>ADEM MOHAMMED HABIB & YIBELTAL NIGUSSIE AYELE</i>	73
14.	EXPERIMENTATION IN OSPF MULTIPATH ENVIRONMENT WITH OPTIMAL INTERFACE TIMERS <i>KULDEEP DESHMUKH</i>	80
15.	FINANCIAL INDICATORS FOR BUY BACK OF SHARES <i>PRERNA SEHGAL & DIMPY HANDA</i>	86
	REQUEST FOR FEEDBACK & DISCLAIMER	90

CHIEF PATRON

PROF. K. K. AGGARWAL

Chairman, Malaviya National Institute of Technology, Jaipur
(An institute of National Importance & fully funded by Ministry of Human Resource Development, Government of India)
Chancellor, K. R. Mangalam University, Gurgaon
Chancellor, Lingaya's University, Faridabad
Founder Vice-Chancellor (1998-2008), Guru Gobind Singh Indraprastha University, Delhi
Ex. Pro Vice-Chancellor, Guru Jambheshwar University, Hisar

FOUNDER PATRON

LATE SH. RAM BHAJAN AGGARWAL

Former State Minister for Home & Tourism, Government of Haryana
Former Vice-President, Dadri Education Society, Charkhi Dadri
Former President, Chinar Syntex Ltd. (Textile Mills), Bhiwani

CO-ORDINATOR

DR. SAMBHAV GARG

Faculty, Shree Ram Institute of Business & Management, Urjani

ADVISORS

DR. PRIYA RANJAN TRIVEDI

Chancellor, The Global Open University, Nagaland

PROF. M. S. SENAM RAJU

Director A. C. D., School of Management Studies, I.G.N.O.U., New Delhi

PROF. S. L. MAHANDRU

Principal (Retd.), Maharaja Agrasen College, Jagadhri

EDITOR

PROF. R. K. SHARMA

Professor, Bharti Vidyapeeth University Institute of Management & Research, New Delhi

EDITORIAL ADVISORY BOARD

DR. RAJESH MODI

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

PROF. PARVEEN KUMAR

Director, M.C.A., Meerut Institute of Engineering & Technology, Meerut, U. P.

PROF. H. R. SHARMA

Director, Chhatrapati Shivaji Institute of Technology, Durg, C.G.

PROF. MANOHAR LAL

Director & Chairman, School of Information & Computer Sciences, I.G.N.O.U., New Delhi

PROF. ANIL K. SAINI

Chairperson (CRC), Guru Gobind Singh I. P. University, Delhi

PROF. R. K. CHOUDHARY

Director, Asia Pacific Institute of Information Technology, Panipat

DR. ASHWANI KUSH

Head, Computer Science, University College, Kurukshetra University, Kurukshetra

DR. BHARAT BHUSHAN

Head, Department of Computer Science & Applications, Guru Nanak Khalsa College, Yamunanagar

DR. VIJAYPAL SINGH DHAKA

Dean (Academics), Rajasthan Institute of Engineering & Technology, Jaipur

DR. SAMBHAVNA

Faculty, I.I.T.M., Delhi

DR. MOHINDER CHAND

Associate Professor, Kurukshetra University, Kurukshetra

DR. MOHENDER KUMAR GUPTA

Associate Professor, P.J.L.N. Government College, Faridabad

DR. SAMBHAV GARG

Faculty, Shree Ram Institute of Business & Management, Urjani

DR. SHIVAKUMAR DEENE

Asst. Professor, Dept. of Commerce, School of Business Studies, Central University of Karnataka, Gulbarga

DR. BHAVET

Faculty, Shree Ram Institute of Business & Management, Urjani

ASSOCIATE EDITORS

PROF. ABHAY BANSAL

Head, Department of Information Technology, Amity School of Engineering & Technology, Amity University, Noida

PROF. NAWAB ALI KHAN

Department of Commerce, Aligarh Muslim University, Aligarh, U.P.

ASHISH CHOPRA

Sr. Lecturer, Doon Valley Institute of Engineering & Technology, Karnal

TECHNICAL ADVISOR

AMITA

Faculty, Government M. S., Mohali

FINANCIAL ADVISORS

DICKIN GOYAL

Advocate & Tax Adviser, Panchkula

NEENA

Investment Consultant, Chambaghat, Solan, Himachal Pradesh

LEGAL ADVISORS

JITENDER S. CHAHAL

Advocate, Punjab & Haryana High Court, Chandigarh U.T.

CHANDER BHUSHAN SHARMA

Advocate & Consultant, District Courts, Yamunanagar at Jagadhri

SUPERINTENDENT

SURENDER KUMAR POONIA

CALL FOR MANUSCRIPTS

We invite unpublished novel, original, empirical and high quality research work pertaining to recent developments & practices in the areas of Computer Science & Applications; Commerce; Business; Finance; Marketing; Human Resource Management; General Management; Banking; Economics; Tourism Administration & Management; Education; Law; Library & Information Science; Defence & Strategic Studies; Electronic Science; Corporate Governance; Industrial Relations; and emerging paradigms in allied subjects like Accounting; Accounting Information Systems; Accounting Theory & Practice; Auditing; Behavioral Accounting; Behavioral Economics; Corporate Finance; Cost Accounting; Econometrics; Economic Development; Economic History; Financial Institutions & Markets; Financial Services; Fiscal Policy; Government & Non Profit Accounting; Industrial Organization; International Economics & Trade; International Finance; Macro Economics; Micro Economics; Rural Economics; Co-operation; Demography; Development Planning; Development Studies; Applied Economics; Development Economics; Business Economics; Monetary Policy; Public Policy Economics; Real Estate; Regional Economics; Political Science; Continuing Education; Labour Welfare; Philosophy; Psychology; Sociology; Tax Accounting; Advertising & Promotion Management; Management Information Systems (MIS); Business Law; Public Responsibility & Ethics; Communication; Direct Marketing; E-Commerce; Global Business; Health Care Administration; Labour Relations & Human Resource Management; Marketing Research; Marketing Theory & Applications; Non-Profit Organizations; Office Administration/Management; Operations Research/Statistics; Organizational Behavior & Theory; Organizational Development; Production/Operations; International Relations; Human Rights & Duties; Public Administration; Population Studies; Purchasing/Materials Management; Retailing; Sales/Selling; Services; Small Business Entrepreneurship; Strategic Management Policy; Technology/Innovation; Tourism & Hospitality; Transportation Distribution; Algorithms; Artificial Intelligence; Compilers & Translation; Computer Aided Design (CAD); Computer Aided Manufacturing; Computer Graphics; Computer Organization & Architecture; Database Structures & Systems; Discrete Structures; Internet; Management Information Systems; Modeling & Simulation; Neural Systems/Neural Networks; Numerical Analysis/Scientific Computing; Object Oriented Programming; Operating Systems; Programming Languages; Robotics; Symbolic & Formal Logic; Web Design and emerging paradigms in allied subjects.

Anybody can submit the **soft copy** of unpublished novel; original; empirical and high quality **research work/manuscript anytime** in **M.S. Word format** after preparing the same as per our **GUIDELINES FOR SUBMISSION**; at our email address i.e. infoijrcm@gmail.com or online by clicking the link **online submission** as given on our website ([FOR ONLINE SUBMISSION, CLICK HERE](#)).

GUIDELINES FOR SUBMISSION OF MANUSCRIPT

1. **COVERING LETTER FOR SUBMISSION:**

DATED: _____

THE EDITOR
IJRCM

Subject: SUBMISSION OF MANUSCRIPT IN THE AREA OF

(e.g. Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/Engineering/Mathematics/other, please specify)

DEAR SIR/MADAM

Please find my submission of manuscript entitled '_____ ' for possible publication in your journals.

I hereby affirm that the contents of this manuscript are original. Furthermore, it has neither been published elsewhere in any language fully or partly, nor is it under review for publication elsewhere.

I affirm that all the author (s) have seen and agreed to the submitted version of the manuscript and their inclusion of name (s) as co-author (s).

Also, if my/our manuscript is accepted, I/We agree to comply with the formalities as given on the website of the journal & you are free to publish our contribution in any of your journals.

NAME OF CORRESPONDING AUTHOR:

Designation:
Affiliation with full address, contact numbers & Pin Code:
Residential address with Pin Code:
Mobile Number (s):
Landline Number (s):
E-mail Address:
Alternate E-mail Address:

NOTES:

- a) The whole manuscript is required to be in **ONE MS WORD FILE** only (pdf. version is liable to be rejected without any consideration), which will start from the covering letter, inside the manuscript.
- b) The sender is required to mention the following in the **SUBJECT COLUMN** of the mail:
New Manuscript for Review in the area of (Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/Engineering/Mathematics/other, please specify)
- c) There is no need to give any text in the body of mail, except the cases where the author wishes to give any specific message w.r.t. to the manuscript.
- d) The total size of the file containing the manuscript is required to be below **500 KB**.
- e) Abstract alone will not be considered for review, and the author is required to submit the complete manuscript in the first instance.
- f) The journal gives acknowledgement w.r.t. the receipt of every email and in case of non-receipt of acknowledgment from the journal, w.r.t. the submission of manuscript, within two days of submission, the corresponding author is required to demand for the same by sending separate mail to the journal.

2. **MANUSCRIPT TITLE:** The title of the paper should be in a 12 point Calibri Font. It should be bold typed, centered and fully capitalised.

3. **AUTHOR NAME (S) & AFFILIATIONS:** The author (s) **full name, designation, affiliation (s), address, mobile/landline numbers, and email/alternate email address** should be in italic & 11-point Calibri Font. It must be centered underneath the title.

4. **ABSTRACT:** Abstract should be in fully italicized text, not exceeding 250 words. The abstract must be informative and explain the background, aims, methods, results & conclusion in a single para. Abbreviations must be mentioned in full.

5. **KEYWORDS:** Abstract must be followed by a list of keywords, subject to the maximum of five. These should be arranged in alphabetic order separated by commas and full stops at the end.
6. **MANUSCRIPT:** Manuscript must be in **BRITISH ENGLISH** prepared on a standard A4 size **PORTRAIT SETTING PAPER**. It must be prepared on a single space and single column with 1" margin set for top, bottom, left and right. It should be typed in 8 point Calibri Font with page numbers at the bottom and centre of every page. It should be free from grammatical, spelling and punctuation errors and must be thoroughly edited.
7. **HEADINGS:** All the headings should be in a 10 point Calibri Font. These must be bold-faced, aligned left and fully capitalised. Leave a blank line before each heading.
8. **SUB-HEADINGS:** All the sub-headings should be in a 8 point Calibri Font. These must be bold-faced, aligned left and fully capitalised.
9. **MAIN TEXT:** The main text should follow the following sequence:

INTRODUCTION**REVIEW OF LITERATURE****NEED/IMPORTANCE OF THE STUDY****STATEMENT OF THE PROBLEM****OBJECTIVES****HYPOTHESES****RESEARCH METHODOLOGY****RESULTS & DISCUSSION****FINDINGS****RECOMMENDATIONS/SUGGESTIONS****CONCLUSIONS****SCOPE FOR FURTHER RESEARCH****ACKNOWLEDGMENTS****REFERENCES****APPENDIX/ANNEXURE**

It should be in a 8 point Calibri Font, single spaced and justified. The manuscript should preferably not exceed **5000 WORDS**.

10. **FIGURES & TABLES:** These should be simple, crystal clear, centered, separately numbered & self explained, and **titles must be above the table/figure. Sources of data should be mentioned below the table/figure.** It should be ensured that the tables/figures are referred to from the main text.
11. **EQUATIONS:** These should be consecutively numbered in parentheses, horizontally centered with equation number placed at the right.
12. **REFERENCES:** The list of all references should be alphabetically arranged. The author (s) should mention only the actually utilised references in the preparation of manuscript and they are supposed to follow **Harvard Style of Referencing**. The author (s) are supposed to follow the references as per the following:
 - All works cited in the text (including sources for tables and figures) should be listed alphabetically.
 - Use (ed.) for one editor, and (ed.s) for multiple editors.
 - When listing two or more works by one author, use --- (20xx), such as after Kohl (1997), use --- (2001), etc, in chronologically ascending order.
 - Indicate (opening and closing) page numbers for articles in journals and for chapters in books.
 - The title of books and journals should be in italics. Double quotation marks are used for titles of journal articles, book chapters, dissertations, reports, working papers, unpublished material, etc.
 - For titles in a language other than English, provide an English translation in parentheses.
 - The location of endnotes within the text should be indicated by superscript numbers.

PLEASE USE THE FOLLOWING FOR STYLE AND PUNCTUATION IN REFERENCES:**BOOKS**

- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.
- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio" Ohio State University, Nigeria.

CONTRIBUTIONS TO BOOKS

- Sharma T., Kwatra, G. (2008) Effectiveness of Social Advertising: A Study of Selected Campaigns, Corporate Social Responsibility, Edited by David Crowther & Nicholas Capaldi, Ashgate Research Companion to Corporate Social Responsibility, Chapter 15, pp 287-303.

JOURNAL AND OTHER ARTICLES

- Schemenner, R.W., Huber, J.C. and Cook, R.L. (1987), "Geographic Differences and the Location of New Manufacturing Facilities," Journal of Urban Economics, Vol. 21, No. 1, pp. 83-104.

CONFERENCE PAPERS

- Garg, Sambhav (2011): "Business Ethics" Paper presented at the Annual International Conference for the All India Management Association, New Delhi, India, 19-22 June.

UNPUBLISHED DISSERTATIONS AND THESES

- Kumar S. (2011): "Customer Value: A Comparative Study of Rural and Urban Customers," Thesis, Kurukshetra University, Kurukshetra.

ONLINE RESOURCES

- Always indicate the date that the source was accessed, as online resources are frequently updated or removed.

WEBSITES

- Garg, Bhavet (2011): Towards a New Natural Gas Policy, Political Weekly, Viewed on January 01, 2012 <http://epw.in/user/viewabstract.jsp>

ROLE OF TRAINING FOR MAINTAINING AN ISO 9001 SYSTEM

DR. VINOD N. SAYANKAR
DIRECTOR
SANKALP BUSINESS SCHOOL
PUNE

ABSTRACT

Every organization needs to have trained and experienced employees to perform the tasks. Training is requiring for employees at different levels. Unskilled workers require training in handling machines and materials to reduce waste and prevention of defect generation. ISO 9001 is an international quality standard developed by the International Organization for Standardization (ISO). The standard of ISO 9001 covers all aspects of an organization's activities, including identifying its key processes. All employees need to have a general understanding of what ISO 9001 is, and what their responsibilities are for maintaining the system and complying with requirements. Organizations must train employees on ISO 9001 so that they should understand the requirements for their job, the importance of meeting customer requirements and how their job contributes to meeting the Quality Policy.

KEYWORDS

Training, ISO 9001, Quality Standard, Customer Requirements, Quality Policy.

INTRODUCTION

The important factor to lead any organization is its efficient and effective workforce. It is necessary to raise skill levels and increase the versatility and adaptability of employees. Inadequate job performance or a decline in productivity or changes resulting out of job redesigning or a technological breakthrough require some type of training efforts. As the job become more complex the importance of employees training also increases. In the world of competition, employees training are not only an activity that is desirable but also an activity that an organization must commit resources to if is to maintain a viable and knowledgeable work force.

Training is the process that attempts to provide an employee with information, skills and an understanding of the organization and its objectives. In addition training is a process which not only means to improve organization or organizational culture but it also enhances the individual capability. It gives an employee's an awareness of the rules and procedures to guide their behavior. It attempts to improve their performance on the current job or prepare them for an intended job. It covers not only those activities which improve job performance but also those which bring about growth of the personality; help individuals in the progress towards maturity and actualization of their potential capabilities so that they become not only good employees but better men and women. In organizational terms it is intended to equip persons to earn promotion and hold greater responsibility. Training a person for a bigger and higher job is development. And this may well include not only imparting specific skills and knowledge but also inculcating certain personality and mental attitudes. The change in environment factors is imposing various challenges before the organizations. Some of the well known and identified challenges are:

1. Workforce diversity
2. Complex organizational structure and system
3. Cross cultural values
4. Adaption of new culture
5. Job security
6. Frequent change in technology and demand
7. Innovation and quick decision demand

Apart from these various other challenges are there which comped organizations to provide training to their employees so that they can confront with these and other anticipation challenge and can cope with any changed scenario.

IMPORTANCE OF TRAINING

Training is the corner stone of sound management for it makes employees more effective and productive. It is actively and intimately connected with all the personnel or management activities. It is an integral part of the whole management programme, with all its many activities functionally inter-related. There is an ever present need for training men so that new and changed techniques may be taken advantage of and improvements affected in the old methods, which are woefully inefficient. Training is crucial for organizational development and success. It is fruitful to both employers and employees of an organization. An employee will become more efficient and productive if he is trained well.

Training is given on five basic grounds:

1. New candidates who join an organization are given training. This training familiarize them with the organizational mission, vision, rules and regulations and the working conditions.
2. The existing employees are trained to refresh and enhance their knowledge.
3. If any updations and amendments take place in technology, training is given to cope up with those changes. For instance, implantation of ISO 9001 system in an organization.
4. The employees are trained about use of new equipments and work methods.
5. When promotion and career growth becomes important. Training is given so that employees are prepared to share the responsibilities of the higher level job.

The basic purpose of training and development is to enable human resource in such a way that They can perceive their responsibility themselves. The benefits of training can be summarized as:

1. **Improves morale of employees-** Training helps the employee to get job security and job satisfaction. The more satisfied the employee is and the greater is his morale, the more he will contribute to organizational success and the lesser will be employee absenteeism and turnover.
2. **Less supervision-** A well trained employee will be well acquainted with the job and will need less of supervision. Thus, there will be less wastage of time and efforts.
3. **Fewer accidents-** Errors are likely to occur if the employees lack knowledge and skills required for doing a particular job. The more trained an employee is, the less are the chances of committing accidents in job and the more proficient the employee becomes.
4. **Chances of promotion-** Employees acquire skills and efficiency during training. They become more eligible for promotion. They become an asset for the organization.
5. **Increased productivity-** Training improves efficiency and productivity of employees. Well trained employees show both quantity and quality performance. There is less wastage of time, money and resources if employees are properly trained.

ISO 9001

ISO 9001 is an international quality standard developed by the International Organization for Standardization (ISO). ISO 9001 can be applied to any type and size of organization, from small family-run businesses to the world's largest corporations and government institutions. It provides a structured yet flexible framework for a customer focused business management system that will drive business performance improvement. ISO 9001 is based on the following eight Quality Management Principles, which are incorporated within the requirements of the standard, and can be applied to improve organizational performance:

- Customer focus
- Leadership
- Involvement of people
- Process approach
- System approach to management
- Continual improvement
- Factual approach to decision making
- Mutually beneficial supplier relationships

The standard covers all aspects of an organization's activities, including identifying its key processes, defining roles and responsibilities, policies and objectives, documentation requirements, the importance of understanding and meeting customer requirements, communication, resource requirements, training, product and process planning, design processes, purchasing, production and service, monitoring and measurement of products and processes, customer satisfaction, internal audit, management review, and improvement processes.

THE BENEFITS OF IMPLEMENTING AN ISO 9001 QUALITY MANAGEMENT SYSTEM

Many organizations initially implemented ISO 9001 because they had to either their customers demanded it, or their competitors had it, making it imperative that they do the same to stay competitive. As time went by, however, these companies soon realized that if properly implemented, ISO 9001 gave them many significant and noticeable benefits. For management, an important benefit has always been improved financial performance. In addition to benefiting the bottom line, companies also realize many other advantages, including improved employee and customer satisfaction, resulting from better defined and implemented business processes.

Some of the direct benefits achieved by ISO 9001 certified companies include:

- Improved financial performance
- Motivated staff, who understand their roles and how their work affects quality
- Improved product and service quality, leading to satisfied customers
- Improved management and operational processes, resulting in less waste ,increased productivity, efficiency and cost savings

The indirect benefits are no less important, and include:

- Enhanced reputation
- Repeat business
- Ability to compete more effectively globally, both on quality and price
- Access to new markets
- Improved customer and supplier relationships
- Improved employee morale
- Improved management control

ISO 9001 TRAINING

As with many parts of the revised ISO 9001:2008 quality standard, the training requirements were changed to help improve the organization's quality. All employees need to have a general understanding of what ISO 9001 is, and what their responsibilities are for maintaining the system and complying with requirements. Organization must train employees on ISO 9001 so they understand the requirements for their job, the importance of meeting customer requirements and how their job contributes to meeting the Quality Policy. It also requires verification that the training provided was effective.

Planning for HR process controls must include determining - competency criteria; skills evaluation; identification of training needs; types of training; provision of training; how training effectiveness is evaluated; methods to communicate awareness of the importance of quality requirements and meeting quality objectives, to all employees.

Criteria for competency must be developed based on appropriate education, skills, training and experience for activities, tasks, functions and processes. The level and detail of such qualifications, skills, training and experience will depend upon the complexity of product, process, technology and customer and regulatory requirements.

It is up to organization to determine the necessary criteria for the various functions and activities affecting product and QMS based on these factors.

Organizations undergo significant changes through growth or decline, acquisitions, new technology and new products and processes, Also, many organizations are now outsourcing their production labor to save on payroll costs and benefits. Labor related nonconformities can easily arise in such cases. Planning for your HR process must ensure that contract and agency personnel performing work affecting product quality have adequate competency and training. Appropriate records must be kept of such training. Quality awareness must be focused on meeting customer and regulatory requirements. The process to promote quality awareness may include the use of methods such as cross functional teams, involvement in quality planning, quality circles improvement suggestions, product workshops, zero defect programs, product review checklist; etc. QMS personnel must be motivated to achieve the organizations quality objectives. The process to motivate employees may include the use of methods such as employee recognition awards; ongoing training programs; performance reviews, employee surveys etc.

Organization must determine and keep appropriate records of education, training, skills and experience. These records must demonstrate the effective operation of HR process controls.

Summary of the training requirements from section 6.2.2 Competence, training and awareness as follows.

1. Define the knowledge and skill needed for each employee to conduct their job.
2. Deliver training or other learning activities to develop the required knowledge and skill.
3. Provide a way to whether the training or learning activities were effective .
4. Keep training records and records of employee education, skills and experience. Once an organization determines how to organize a training program to meet these requirements, they must find a way to keep track of the training schedules, evaluation activities and training records for every employee.

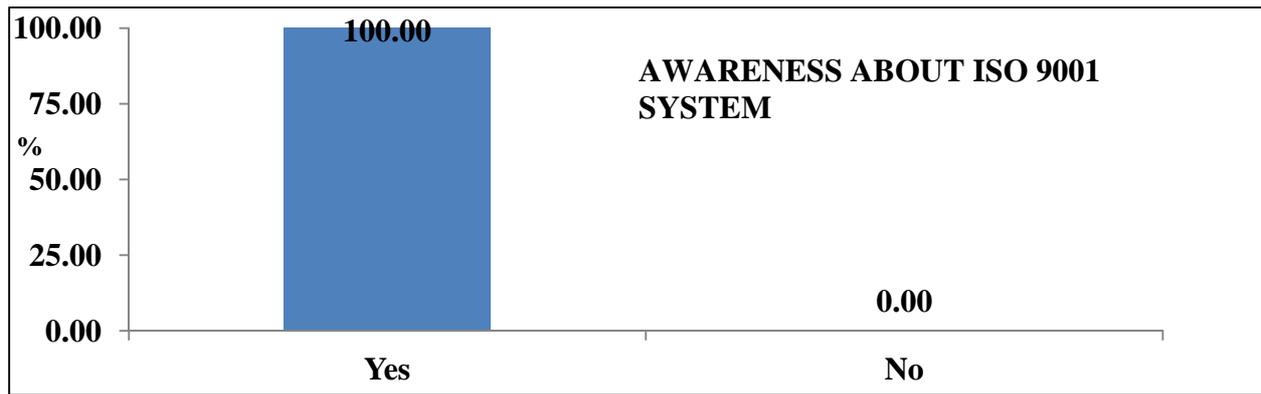
RESULTS

ANALYSIS # 1 AWARENESS ABOUT ISO 9001 SYSTEM

The data was obtained from employees about the awareness about ISO 9001. The data was analyzed and tabulated as follows:

Opinion	Total
Yes	100.00 %
No	0.00 %

The graphical presentation of data analysis is given below.



From the above analysis it was observed that:

1. 100.00 % respondents were said that training is needed about awareness of ISO 9001.
2. 0.00 % respondents were said that training is needed about awareness of ISO 9001.

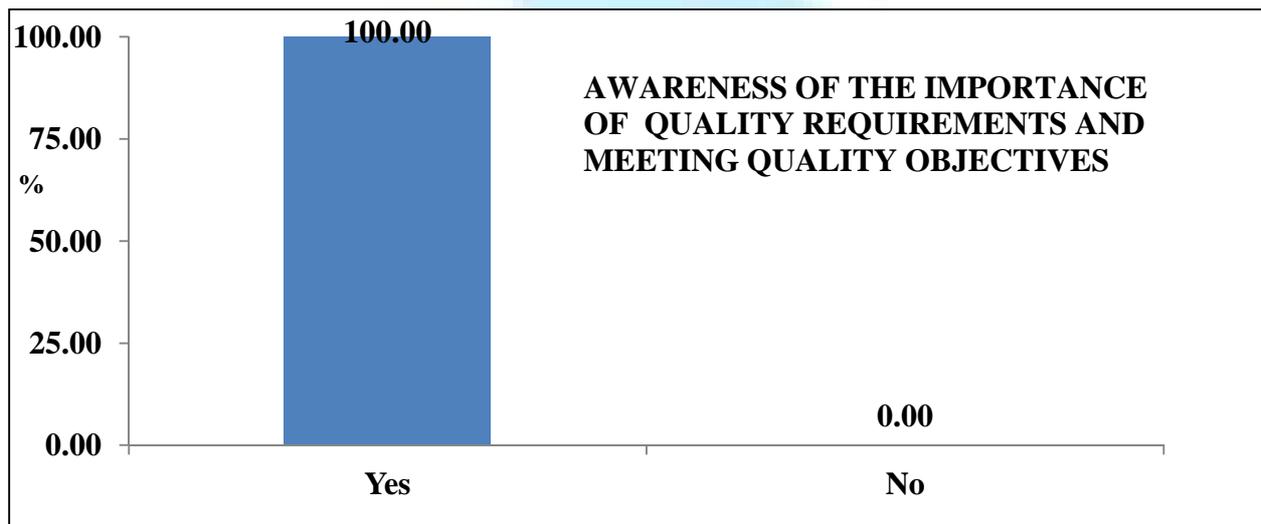
From the observations 1 to 2, it was interpreted that awareness through training is needed for awareness of ISO 9001.

ANALYSIS # 2 AWARENESS OF THE IMPORTANCE OF QUALITY REQUIREMENTS AND MEETING QUALITY OBJECTIVES

The data was obtained from employees about the awareness of the importance of quality requirements and meeting quality objectives. The data was analyzed and tabulated as follows.

Opinion	Total
Yes	100.00 %
No	0.00 %

The graphical presentation of data analysis is given below.



From the above analysis it was observed that:

1. 100.00 % respondents were said that training is needed about awareness of the importance of quality requirements and meeting quality objectives.
2. 0.00 % respondents were said that training is needed awareness of the importance of quality requirements and meeting quality objectives.

From the observations 1 to 2, it was interpreted that awareness through training is needed for awareness of the importance of quality requirements and meeting quality objectives.

DISCUSSION

The increased competition for jobs , combined with technological change makes it vital that employees are assisted to become even more productive , through the best training possible. Although training provides a measure for modifying employees behavior involving complex attitudes ,knowledge , understanding and improving organizational effectiveness. All employees need to have a general understanding of what ISO 9001 is, and what their responsibilities are for maintaining the system and complying with requirements. Organization must train employees on ISO 9001 so that they understand the requirements for their job, the importance of meeting customer requirements and how their job contributes to meeting the Quality Policy. It also requires verification that the training provided was effective.

REFERENCES

BOOK

1. C.B. Mamoria and S.V.Gankar. Human Resource Management . Himalaya Publishing House,Mumbai 2010
2. D. K. Tripathi . Human Resource Management. Wisdom Publications ,Delhi . 2009

WEBSITE

3. <http://intra.itilt-india.com/quality/ISOStandards/ISO9001-2008.pdf>
4. <http://www.9001resource.com/iso-9001-training-requirements.html>
5. <http://www.askartsolutions.com/iso9001training/Human-Resources.html>
6. <http://www.qmi.com/registration/iso9001/Default.asp?language=english>

REQUEST FOR FEEDBACK

Dear Readers

At the very outset, International Journal of Research in Computer Application & Management (IJRCM) acknowledges & appreciates your efforts in showing interest in our present issue under your kind perusal.

I would like to request you to supply your critical comments and suggestions about the material published in this issue as well as on the journal as a whole, on our E-mail infoijrcm@gmail.com for further improvements in the interest of research.

If you have any queries please feel free to contact us on our E-mail infoijrcm@gmail.com.

I am sure that your feedback and deliberations would make future issues better – a result of our joint effort.

Looking forward an appropriate consideration.

With sincere regards

Thanking you profoundly

Academically yours

Sd/-
Co-ordinator

DISCLAIMER

The information and opinions presented in the Journal reflect the views of the authors and not of the Journal or its Editorial Board or the Publishers/Editors. Publication does not constitute endorsement by the journal. Neither the Journal nor its publishers/Editors/Editorial Board nor anyone else involved in creating, producing or delivering the journal or the materials contained therein, assumes any liability or responsibility for the accuracy, completeness, or usefulness of any information provided in the journal, nor shall they be liable for any direct, indirect, incidental, special, consequential or punitive damages arising out of the use of information/material contained in the journal. The journal, nor its publishers/Editors/Editorial Board, nor any other party involved in the preparation of material contained in the journal represents or warrants that the information contained herein is in every respect accurate or complete, and they are not responsible for any errors or omissions or for the results obtained from the use of such material. Readers are encouraged to confirm the information contained herein with other sources. The responsibility of the contents and the opinions expressed in this journal is exclusively of the author (s) concerned.

ABOUT THE JOURNAL

In this age of Commerce, Economics, Computer, I.T. & Management and cut throat competition, a group of intellectuals felt the need to have some platform, where young and budding managers and academicians could express their views and discuss the problems among their peers. This journal was conceived with this noble intention in view. This journal has been introduced to give an opportunity for expressing refined and innovative ideas in this field. It is our humble endeavour to provide a springboard to the upcoming specialists and give a chance to know about the latest in the sphere of research and knowledge. We have taken a small step and we hope that with the active co-operation of like-minded scholars, we shall be able to serve the society with our humble efforts.

Our Other Journals

