

Name of the Organization	TELANGANA SOCIAL WELFARE RESIDENTIAL DEGREE COLLEGE FOR WOMEN			
Address	H.NO.8-1-2/1.Near ST.Thomasschool,Kamalanagar,Niramal,Telangana			
	State,India.			
Site Address (If any)	NA			
No. of Employees	34			
No. of Shift	1			
E mail id				
Contact Person	Principal-E.Venkateshwarlu			
Telephone/Fax	7995660879			
Scope	Providing courses B.A, B.com, B.sc to students			
Technical Area	8.3 Design of academics exclused			
Audit Team	Lead Auditor:Mr. S.Seetharaman	No of Mandays:4 days		
	Auditor:Mr. Santhosh kumar			
	KumarTechnical Expert:			
Starting date of Audit	15.12.2023			
End date of Audit	18.12.2023			
Brief about the organization	the Government of Telangana strongly believes that education is the right medium by which the lives of the marginalised children can be transformed in social and economic spheres thereby cultivating a new generation of marginalised students in Telangana,who can lead the country in the 21st century.			
	The Government of Telangana has been giving major impetus to the educational empowerment of marginalized children by launching Tribal welfare residential degree colleges.			
Purpose of Audit	To verify the implementation of the Educational Organization Management System as per the ISO 21001:2018 Standards Requirement, verification of records for the conformity of the implementation.			



Audit Duration for Stage 2: 4 Man Days		
Are quoted man-days adequate?	Yes	
Any change in employee detail?	No	
Any Change in Scope?	NO	
Any additional Information:	NO	

# **ATTENDENCE SHEET:**

NAME OF PERSON	DESIGNATION	
E.Venkateshwarlu	Principal	
M. Ramani	HOD, Commerce	
T.Ramesh	HOD History	
Dr. Revathi	English	

### **SUMMARY OF AUDIT**

	AREA OF IMPROVEMENTS		
1	Improve Placement		
2	Conduct Internal Assessment Admin and Academic		
3	Conduct Air quality, Noice Quality, Soil Quality Tests in Once in a year		



### **Non-Conformities Raised**

Nil Minor/MajorNon-conformance identified in the Stage 2audit, details of Non-Conformance in Audit Observation Sheet{HYM-F-10}

Please respond by using your own corrective action form and include the root cause analysis with systemic corrective action. Failure to include root cause analysis with systemic correctiveaction will result in your responses being rejected by Lead Auditor

Team Leader Declaration (Tick or cross Each Column as per applicability)			
Χ	Auditing is based on a sampling process of the available information		
Х	Audit is combined, joint or integrated;		
Х	The effectiveness of corrective actions taken regarding previously identified		
NA	nonconformities has verified		
Х	outcomes are effective and complying.		
Х	The internal audit and management review process are effective and complying with the requirements.		
Х	The scope of certification is appropriate.		
Х	The capability of the management system to meet applicable requirements and expected		
Х	The audit objectives has been fulfilled and achieved.		

#### **Recommendation:**

The quality system complies with the requirements of the referencestandard:Congratulations, on the basis of the above summary, Lead Auditor is pleased to putforward a recommendation for Issuance of Certificate. The organization can use the HYMMark
<b>The quality system complies with the requirements of the reference standard with exception of minor NC:</b> Congratulations, Team Leader is pleased to put forward a recommendation for Issuance of the certificate of Organization upon off-site verification of closure of all minor NC within 60 days from the date of Stage 2 audit. Responses to the non-conformances should be submitted to HYM and must include supporting evidence of closure to allow for off-site verification. In responding to the non-conformances, the organization should consider the root cause of the non-conformance and the potential for related issues in other parts of system.
If all non-conformances are not closed within 60 days, a full reassessment may be required.

	HYM International	Certifications Pvt Ltd	Format No.	HYM-F-12(H)			
<b>LIXA</b> International			Rev. No.	01			
Certifications	Stage-02 Aud	it Report-EOMS	Date	01.01.2023			
Certificate and	<b>Evidence of major non-conformities:</b> Organization is not recommended for Issuance of Certificate and at this time. Follow-upaudit will be scheduled to allow for on-site verification and closure of all issues within 60 days from the date of Stage 2.						
	Once all non-conformances are closed, the recommendation for Issuance of certification may recommended.						
If all non-conf	formances are not closed w	vithin 60 days, a full reasses	sment may be	required.			
	<b>Not Recommended:</b> Organization is not recommended for Issuance of certificate at this time. Full Stage 2 audit is required as the organisation has not implemented the system and process at pace.						
Pi	Proposed Audit Date for 1 <sup>st</sup> Surveillance Audit 05.01.2024(mm/dd/yy)						
	Sign Off :(Date) 18.12.2023						
*	HYM Report Submission     Client Acceptance for Report						
Name of Team Leader: Signature:		Name::E.Venkateshwarlu Sign Designation: Principal					

### AUDIT CHECKLIST

## VERIFICATION OF DOCUMENTED INFORMATION& RECORDS AS PER STD REQUIREMENT (C- Conformity, NC-Non Conformity, O-Observation)

Clause Number	C/NC/O	Document Verification detail with statement of Conformity	
4. Context of the organization			
4.1 Understanding the organization and its context	c	Organization documented Integrated Management system Manual vide Ref .TSWRDCWN/IMS/01 Rev.02 dated 25.06.2023 covering ISO 50001:2018 , ISO 14001:2015 and ISO 21001:2018. Context of the organization demonstrated in Business risks and opportunities register Ref. TSWRDCWN/F/BRO dated	



		8 <sup>th</sup> september 2023 which shall be reviewed once per 12 months or as and when changes takes place in the organization.
4.2 Understanding the needs and expectations of interested parties	C	Context of the organization demonstrated in Business risks and opportunities register Ref. TSWRDCWN/F/BRO dated 8 <sup>th</sup> September 2023 which shall be reviewed once per 12 months or as and when changes takes place in the organization. The Business risks and opportunities register has considered needs and expectations of the interested parties as follows for which Business risk and opportunities scoring done on 1-3 scale basis. Multiplication of probability and severity above 6 considered un acceptable risk for which mitigation measures been linked up as well.
4.3 Determining the scope of the mana gement system for educational organiz ations	C	IMS Manual covered with scope statement as follows and permitted exclusions as well. Provision of Educational services. Clauses claimed for justification: Clause 8.3 to ISO 21001:2018 permitted for exclusion as the organization curriculum activities and course wise university designed procedural requirements. Clause 7.1.1.5.2 Measurement traceability the equipment calibration status not required for laboratories used measuring and monitoring equipment as the readings are just indicative for the learning opportunity of experiments by the beneficiaries i.e students.
4.4 Management system for education al organizations (EOMS)	С	Organization documented Integrated Management system Manual vide Ref .TSWRDCWN/IMS/01 Rev.02 dated 25.06.2023covering ISO 50001:2018 , ISO 14001:2015 and ISO 21001:2018.
5. Leadership	I	1
5.1 Leadership and commitment		
5.1.1 General	C	Organization documented Integrated Management system Manual vide Ref .TSWRDCWN/IMS/01 Rev.02 dated 25.06.2023covering ISO 50001:2018, ISO 14001:2015 and ISO 21001:2018.
<b>5.1.2 Focus on learners and other beneficia</b> ries	С	Focus on learners and benificiaries of teaching staff CPD programs and students followed by universities, UGC , and



		AICT bodies as well.
5.1.3 Additional requirements for special n eeds education	C	Special needs of disabled personnel admitted for courses and teaching staff provided with requisite movement equipment .
		The sick bay has been provided for the students sickened at
5.2 Policy	С	Organization documented Integrated Management system Manual vide Ref. TSWRDCWN/IMS/01 Rev.02 dated 25.06.2023 covering ISO 50001:2018, ISO 14001:2015 and ISO 21001:2018 policies adequately reviewed and found to the satisfactory levels.
		Objectives achieved for the calendar year 2023 to 2024 are as follows:
		1.Student attendance all together achieved 93% against the target 90%
		2. Student pass in degree and post graduate courses achieved 98%.
		3. Beneficiaries feedback achieved 3.75 rating on 1-5 scale rating.
5.3 Organizational roles, responsibilities an d authorities	C	Verified roles responsibility and authorities ofE.Venkateshwarluroles, responsibilities and authorities adequately documented and communicated to them as well
<u>6 Planning</u>	1	
6.1 Actions to address risks and opportunit ies 6.1.1 and 6.1.2	C	Checked the risk assessment record ref no. TSWRDCWN/IMS/0101 Rev.02. organisation has identified the risk related to the operation. Found in order.
6.2 Educational organization objectives an	С	Context of the organization demonstrated in Business risks
d planning to achieve them {6.2.1 &6.2.2}		<ul> <li>and opportunities register Ref. GCM/F/BRO dated 12.07.</li> <li>2023 which shall be reviewed once per 12 months or as and when changes takes place in the organization.</li> <li>Not conducting classes to the students per curriculum of the college leads to backing of knowledge of brilliant students considered as business risk- for which cases monitoring by each day by the principal migitation measure in place.</li> </ul>



		has been maintained and implemented for.
7 Support		The organization has adequately qualified and competent.
<b>7.1 Resources</b> <b>7.1.1 General</b> {7.1.1.1& 7.1.1.2}	С	The organization has adequately qualified and competent resources <b>E.Venkateshwarlu</b>
<b>7.1.2 Human resources</b> 7.1.2.1 & 7.1.2.2	C	Organization has admission office, examination section , conference hall , physics Degree class – Section A and chemistry Post Graduation course sampled the students M.Anitha Kumari – admission #1232 dated 02.05.2021 and left the college taking TC by 31.06.2023 who has scored 78% in 3 years Randomly sampled K Annapurna joined with Admission #1432 for Masters in chemistry who has scored 63% for both the year joined in 07.06.2021 and TC taken and left the college by 08.07.2023.
		Class rooms sports, conference hall , physics and chemistry laboratories , security , admin office , examinations with CCTV camera surveillance in place.
<b>7.1.3 Facilities</b> {7.1.3.1, 7.1.3.2, 7.1.3.3}	C	Adequate environment provided in the class rooms, library and sports and examinations processes as well.
7.1.4 Environment for the operation of ed ucational processes	С	Adequate environment provided in the class rooms, library and sports and examinations processes as well
<b>7.1.5 Monitoring and measuring resources</b> 7.1.5.1 General7.1.5.2 Measurement tracea bility	С	Traceability of the students done using admission numbers for back throughout of the students sampled above. However calibration of equipment does require as the practical's students undergo only for learning and indicative purpose
<ul><li>7.1.6 Organizational knowledge</li><li>7.1.6.1 General</li><li>7.1.6.2 Learning resources</li></ul>	С	Theory and practical materials prepared by the teaching staff from the college courses are approved and being used. Library reference books and update of university website and college website is the organization knowledge.
<b>7.2 Competence</b> 7.2.1 General 7.2.2 Additional requirements for special ne eds education	С	The organization has adequately qualified and competent resources used for competent Electrical line men andDr.Ch. Saradha and outsourced AC Mechanics for the ACs– for attending repair approved by Electrical inspectorate.
7.3 Awareness	С	Estate manager and maintenance department technicians and <b>E.Venkateshwarlu</b> attending repair verified for awareness on organization IMS policy, objectives, roles, responsibilities and authorities and significant aspect and their operation controls as well. All personnel interacted awareness found to the



		satisfactory levels.
<ul> <li>7.4 Communication</li> <li>7.4.1 General</li> <li>7.4.2 Communication purposes</li> <li>7.4.3Communication arrangements {7.4.3.1 &amp; 7.4.3.2}</li> </ul>	С	Internal Communication done using general mikes arranged in blocks of the college, conducting formal and informal meetings as well. External communication for liaison with Electrical inspector done through email correspondence and telephonic tasks with authorised principal <b>E.Venkateshwarlu</b> only.
7.5 Documented information 7.5.1 General 7.5.2 Creating and updating 7.5.3 Control of documented information { 7.5.3.1 & 7.5.3.2}	C	All formats and records maintained for the randomly sampled students and competency records of teaching staff compiled with organization prescribed formats as well. Change in documentation and update done as and when changes could take place. Obsolete copy of examinations procedure P-1 in IMS Manual dated 25.06.2023 retained in obsolete copy in the principal's desktops. The documented information is centralised with Principal under centralised sharing system and no authorization to the users for changing such documents. The documents are maintained in pdf form
8 Operation		
8.1 Operational planning and control 8.1.1 General	C	The requirement is defined in reference documentTSWRDCWN/EOMS/01 rev: 00date: 25.06.2023 Checked syllabus plan,lecture schedules, monthlytests, lab sessions, facultyperformance, parentinvolvement and feedback along with complaint.Checked syllabus schedule detailed syllabus schedulewas created to specify theorder in which topics will becovered and the time framefor each. Outsourced Process:Currently there is notoutsource process
8.1.2 Specific operational planning and cont rol of educational products and services	С	Learning outcomes havebeen identified andappropriate teachingmethods provided.Summative assessmentsplanning andimplementation evidenced.Support services noted.
8.1.3 Additional requirements for special ne eds education	С	Reviewed the IndividualEducation Plans (IEPs) forstudents with special needs, referencing documentTSWRDCWN/IMS/02 Rev: 00.Specifically, assessed theplan for Tara, a Bachelor ofArts (B.A.) student, withconsideration to hereducational journey withinthe B.A. program. Theassessment, conducted on January 15, 2023,



		includedthe following components:Tara's performance in aMathematics Quiz onJanuary 10, 2023, yielded ascore of 85%.Midterm Exam performanceon December 15, 2022,achieved a score of 92%.Tara's homework completionand class participation fromSeptember 2022 to January 2023 resulted in a grade ofA. While Tara's performanceis commendable, an area forimprovement was identified:enhancing her problem-solving skills throughtackling more challengingproblems and assignments.To address this, an actionplan was devised, where theteacher will provide Tarawith advanced mathproblems to encourageexploration of more complex concepts, aligning with herstudies in the B.A. program
<ul><li>8.2 Requirements for the educational prod ucts and services</li><li>8.2.1 Determining the requirements for the educational products and services</li></ul>	с	The requirement is defined in reference documentTTWRDC/EOMS/01 rev: 00date: 25.06.2023.Verified the Teachersfeedback for teacher – T.Preethi Yadav (DL in Chemistry), date:02/11/2023
8.2.2 Communicating the requirements for the educational products and services	C	College website has been publicised with update information.
8.2.3 Changes to requirements for the educ ational products and services	С	Changes to curriculum activities from university are discussed for implications and business risks and assessed and changes with transition period within 3 months be done.
8.3 Design and development of the educati onal products and services 8.3.1 General	С	NA
8.3.2 Design and development planning	С	NA
8.3.3 Design and development inputs	С	NA
<ul> <li>8.3.4 Design and development controls8.3.</li> <li>4.1 General {8.3.4.1.1 &amp; 8.3.4.1.1}</li> <li>8.3.4.2 Educational service design and devel opment controls</li> <li>8.3.4.3 Curriculum design and development controls</li> <li>8.3.4.4 Summative assessment design and d evelopment controls</li> </ul>	С	NA
8.3.5 Design and development outputs	С	NA
8.3.6 Design and development changes	С	NA
8.4 Control of externally provided processe s, products and services 8.4.1 General	C	Computers repair and printing of college stationary and electrician services and guest lectures outsourced and control ensured through verification of quality educational qualification, requisite approvals, ambient air quality monitoring, from electrical inspectorate and before



		engaging the work.
8.4.2 Type and extent of control	С	Guest faculty who has given lecture on business risks in running college <b>E.Venkateshwarlu</b> dated 12.09. 2023 verified with Phd ,MSC(Chemistry) with 25 years of teaching experience.
8.4.3 Information for external providers	С	The organization has adequately qualified and competent resources used for competent Electrical line men andDr.Ch. Saradhaand outsourced AC Mechanics for the ACs– for attending repair approved by Electrical inspectorate. Conduct the ground water level tested and maintained the report yearwise
<ul> <li>8.5 Delivery of the educational products a nd services</li> <li>8.5.1 Control of delivery of the educational products and services</li> <li>8.5.1.1 General</li> </ul>	С	Physics Degree Class – Section A and chemistry Post Graduation course sampled the students M. Anitha Kumari – admission #1232 dated 02.05.2022and left the college taking TC by 31.06.2023 to who has scored 78% in 3 years.
8.5.1.2 Admission of learners	С	<ul> <li>Physics Degree Class – Section A and chemistry Post Graduation course sampled the students M.Anitha Kumari – admission #1232 dated 02.05.2021 and left the college taking TC by 31.06.2023 to who has scored 78% in 3 years.</li> <li>Randomly sampled K Annapurna joined with Admission #1432 for Masters in chemistry who has scored 63% for both the years joined in 07.06.2021 and TC taken and left the college by 08.07.2023.</li> </ul>
8.5.1.2.1 Pre-admission information	С	<ul> <li>Physics Degree Class – Section A and chemistry Post Graduation course sampled the students M.Kumari – admission #1232 dated 02.05.2021 and left the college taking TC by 31.06.2023 to who has scored 78% in 3 years.</li> <li>Randomly sampled K Annapurna joined with Admission #1432 for Masters in chemistry who has scored 63% for both the years joined in 07.06.2021 and TC taken and left the college by 08.07.2023.</li> </ul>
8.5.1.2.2 Conditions for admission	C	<ul> <li>Physics Degree Class – Section A and chemistry Post Graduation course sampled the students M. Kumari – admission #1232 dated 02.05.2021 and left the college taking TC by 31.06.2023 to who has scored 78% in 3 years.</li> <li>Randomly sampled K Annapurna joined with Admission #1432 for Masters in chemistry who has scored 63% for both the years joined in 07.06.2021 and TC taken and left the college by 08.07.2023.</li> </ul>
8.5.1.3 Delivery of educational products an d services		Physics Degree Class – Section A and chemistry Post Graduation course sampled the students M. Kumari – admission #1232 dated 02.05.2021 and left the college taking TC by 31.06.2023 to who



		has scored 78% in 3 years.
		Randomly sampled K Annapurna joined with Admission #1432 for Masters in chemistry who has scored 63% for both the years joined in 07.06.2021 and TC taken and left the college by 08.07.2023.
8.5.1.4 Summative assessment	C	Physics Degree Class – Section A and chemistry Post Graduation course sampled the students M. Kumari – admission #1232 dated 02.05.2020 and left the college taking TC by 31.06.2022 to who has scored 78% in 3 years. Randomly sampled K Annapurna joined with Admission #1432 for Masters in chemistry who has scored 63% for both the years joined in 07.06.2021 and TC taken and left the college by 08.07.2023.
8.5.1.5 Recognition of assessed learning	C	Physics Degree Class – Section A and chemistry Post Graduation course sampled the students M. Kumari – admission #1232 dated 02.05.2021 and left the college taking TC by 31.06.2023 to who has scored 78% in 3 years. Randomly sampled K Annapurna joined with Admission #1432 for Masters in chemistry who has scored 63% for both the years joined in 07.06.2021 and TC taken and left the college by 08.07.2023.
8.5.1.6 Additional requirements for special needs education {8.5.1.6.1, 8.5.1.6.2, 8. 5.1.6.3 & 8.5.1.6.4}	С	Nil special requirements other than physically disabled personnel.
8.5.2 Identification and traceability	С	Student admission number used as identification and traceability and above randomly sampled personnel demonstrated the same with admission numbers as well.
8.5.3 Property belonging to interested part ies	С	Student's properties like certification, information college keep in the lock and key room and both the randomly sampled personnel credentials are in safe custody.
8.5.4 Preservation	С	The books in library are preserved with pest control activities engaged with pest control agency, Hyderabad dated 24.08.2023 done once per 3 months.
8.5.5 Protection and transparency of learn ers' data	C	Transparency of the learners i.e students data secured with authorised fire wall and disinfection software applications including Blancoosoft ware version 7.6.0.
8.5.6 Control of changes in the educational products and services	C	All changes to theeducational products andservices are controlledsuitably with traceability ofpersonnel authorising thechanges. Quality Inspectoris responsible for the control of same.



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	Suitable grading system is inplace and the records pertaining to the same aremaintained by theorganization.
C	Organization has written down procedure for control of Nonconforming output covered under P-4 Rev.02 dated 25.06.2023 – however, no nonconforming situation organization arrived at as confirmed by the principal <b>E.Venkateshwarlu</b>
C	Organization has determined what needs to be monitored and methods for the same. Grading system and frequency of monitoring evidenced. The results of monitoring and measurements are analysed and evaluated.Necessary records are maintained.
	Compiled
C	<ul> <li>Organization has a procedure for learners satisfaction vide P <ul> <li>LS Rev.01 dated 13.06.2023 wherein students feedback ,</li> <li>parents feedback and teaching faculty feedback be</li> <li>obtained in Kakatiya University prescribed format and</li> <li>achieved as follows Objectives achieved for the calendar</li> <li>year 2023 are as follows:</li> </ul> </li> <li>1.Student attendance all together achieved 93% against the target 90%</li> <li>2. Student pass in degree and post graduate courses achieved 98%.</li> <li>3. Beneficiaries feedback achieved 3.75 rating on 1-5 scale rating.</li> </ul>
С	1.Student attendance all together achieved 93% against the target 90%
	<ol> <li>Student pass in degree and post graduate courses achieved 98%.</li> <li>Beneficiaries feedback achieved 3.75 rating on 1-5 scale rating.</li> <li>Suppliers of satisfactory, CCTV camera, guest faculty related performance verified for the academic year 2022- 2023 on 1-5 scale rating and all suppliers achieved 95% against acceptance criteria 90%.</li> </ol>
С	1.Student attendance all together achieved 93% against the target 90%
	C



		2. Student pass in degree and post graduate courses achieved 98%.
		3. Beneficiaries feedback achieved 3.75 rating on 1-5 scale rating.
		4. Suppliers of satisfactory, CCTV camera, guest faculty related performance verified for the academic year 2022- 2023 on 1-5 scale rating and all suppliers achieved 95% against acceptance criteria 90%.
9.1.5 Analysis and evaluation	С	1.Student attendance all together achieved 93% against the target 90%
		2. Student pass in degree and post graduate courses achieved 98%.
		3. Beneficiaries feedback achieved 3.75 rating on 1-5 scale rating.
		4. Suppliers of satisfactory, CCTV camera, guest faculty related performance verified for the academic year 2022- 2023 on 1-5 scale rating and all suppliers achieved 95% against acceptance criteria 90%.
9.2 Internal audit {9.2.1 & 9.2.2}	C	Organization has a procedure for Internal audits under Integrated Management system Vide Organization Integrated Management system Manual vide Ref. TSWRDCWN/IMS/01 Rev.02 dated25.06.2023. Organization conducted Internal audits for ISO 50001:2018 , ISO 14001:2015 and ISO 210001:2018 International Standards which shall be conducted once per 6 months .Organization has 10 competent and qualified internal auditors and done the audit .Check list has used for the said standards .Recent Internal audit conducted on 15.08.2023 – 3NCs reported with respect EMS and EOMS reported and Nil NCS reported with respect to EnMS. The closure formality of NCs reflecting in corrective actions taken evidenced on Leakage of transformer oil ,Multimeter calibration status and cleaning condition of ACs under EOMS. Objectivity and impartiality evidenced. Once complete cycle of Internal audit demonstrated by the organization.
9.3 Management review	С	Organization conduct Management review meeting once per 6 months. Recent Management review meeting conducted on20.08.2023 wherein clause 9.3 to ISO 50001:2018, ISO 14001 : 2015 and ISO 21001:2018 standards considered as inputs and outputs evidenced through actions with respect to imparting further training



		programs, and improvement of energy equipment working
		programs , and improvement of energy equipment working condition with requisite calibration status.
9.3.1 General	С	See above
9.3.2 Management review inputs	С	See above.
9.3.3 Management review outputs	С	See above
10 Improvement	I	
10.1 Nonconformity and corrective acti	С	Organization has Non-conformance report vide KG/FNC
on {10.1.1 & 10.1.2}		format for recording non-conformances resulted from
		college activities and deviations resulted if
		anyE.Venkateshwarluconfirmed nil nonconforming situations
		college as arrived at except the NC reported in internal
		audits and actions been taken up for the same.
10.2 Continual improvement	С	<ul> <li>E.Venkateshwarlu has confirmed following areas college has experienced continual improvement in college operations.</li> <li>1.Student attendance all together achieved 93% against the target 90%</li> </ul>
		2. Student pass in degree and post graduate courses achieved 98%.
		3. Beneficiaries feedback achieved 3.75 rating on 1-5 scale rating.
		4. Suppliers of satisfactory ,CCTV camera , guest faculty
		related performance verified for the academic year 2022-
		2023 on 1-5 scale rating and all suppliers achieved 95%
		against acceptance criteria 90%.
10.3 Opportunities for improvement	С	<b>E.Venkateshwarlu</b> has confirmed that improvement in IMS and getting NAAC highest rating is the opportunity for improvement for the year running