

Dr. Jyoti Bansal

Quality Assurance | Accreditation & Assessment | Strategy | Institutional Builder

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Resourceful Quality/Strategy professional possessing 18+ years of extensive experience providing strategic leadership in a highly competitive environment in the field of quality comprehensive assessments ensuring the highest quality outcomes possible for an organization. Proven track record of successfully developing and implementing Quality initiatives to drive organizational success. Expertise in specialized and generalist quality practices, accreditation, certification, project management & government regulatory compliances. Results-driven candidate with a commitment to providing top-notch support to all levels of an organization.

EXPERIENCE

Chief Compliance Officer

Director – Office of Quality Assurance & Accreditation & IQAC

Consultant – Edu tech – Adamas Tech Consulting

Rice Group (Adamas University & Adamas Tech Consulting) – West Bengal, India

Nov 2020- May 2023

- Ensured **regulatory Compliances** UGC, NAAC, State Govt, BCI,PCI etc & obtained all necessary government approvals
- Established office of **Quality Assurance & Accreditation** vertical and developed an ERP for Central database management QAssit.
- **Data Analytics & Reporting** Prepared Self-Study Report and documentation for NAAC/UGC 12b/AICTE approvals
- Executed successful Rankings & Accreditation documentation/Reports and Research Strategies, and implemented a formal Teaching Learning Feedback System.
- Handled QS I gauge rating, organized Academic Benchmarking Series, created an International Academic Advisory Board.
- **Continuous Improvement and Evaluation** - Designed and executed internal quality assurance frameworks, quality management systems, and performance metrics to ensure continuous improvemen across Schools and Department. Conducted Regular audits, risk assessments, and investigations to identify areas of non-compliance and opportunities for improvement.
- **Strategy & Leadership Support** - Prepared 5 year Strategic plan for the University with regular monitoring of implementation
- **Stakeholders Engagement** Collaborated with other departments and stakeholders to develop and implement strategic plans to achieve academic excellence, institutional accreditation, and ranking.
- **Capacity Building** - Provided training to faculty, staff, and students on compliance and quality issues & Academic Governance.
- Championed a culture of quality and compliance throughout the institution by promoting best practices, fostering transparency, and encouraging feedback and continuous improvement.
- Quality Month celebration & developed Internal Quality Assurance check system for Academic & Non Academic Processes.
- International Partnerships – Executed 10 MoU's with Foreign Universities and Government Bodies and represented the organisation at International Forums like QS Summit, Indonesia etc.

Associate Director – Quality Assurance & Institutional Strategy

University of Petroleum & Energy Studies – Uttrakhand, India

Sep 2019 – Oct 2020

- Attained the highest possible grade (A) from NAAC for the university through a successful SSR submission.
- Strengthened quality assurance by developing a central database management system and launching a QA seminar series.

- **Data Analytics** Improved data quality with dataset review and fine-tuning, as well as implemented policy manuals and regulatory compliances. Conducted comparative benchmarking for NIRF rankings.
- Supervise and lead the Registrar's Office team, ensuring efficient and accurate student record maintenance, course scheduling, and academic transcript processing.
- Initiated Quality Lecture Series inviting eminent personalities from the globe.
- Managed IACBE & Other Regulatory approvals like UGC and different portals.
- **Capacity Building** Conducted Trainings and seminars for Quality. Oversee and implemented International Best Practices across the Schools through Audits and Regular Monitoring and Evaluation.
- Contributed to Budget Planning and Financial administration for the University.

Joint Registrar (Quality Assurance & Compliances)

O P Jindal Global University – Haryana, India

Apr 2015- Aug 2019

- **Data Analytics & Reporting** Spearheaded NAAC Accreditation /IQAC /Compliances and QS Rankings the University. Handled UGC 12b / NAAC BCI inspections and Conducted Internal Audits for the improvement of the processes. Conducted IQAC meetings with agenda/Minutes etc.
- **Stakeholders Engagement** Served as a liaison with regulatory agencies, accrediting bodies, and other external /internal stakeholders obtaining feedback and continuous learning.
- **Compliances** Ensuring that the institution is in compliance with applicable laws, regulations, and accreditation standards related to student safety, privacy, and other areas of concern.
- Achieved highest Accreditation Grade & UGC 12(b) recognition for the University in Haryana.
- Recognized as youngest NAAC assessor, achieved Institute of Eminence status, QS Rankings, and Best Performer award.
- **Strategic Involvement** Worked on Strategy Document for O P Jindal Global University and core committee member of Institutional Administrative Committees.
- State level Programs Organised with National Bodies like CII/Directorate of Higher Education, Haryana for Principals of Government College and Students Involvement with Project with CM house on Beti Padao /Beti Bachao Abhiyan

Assistant Professor (Grade -2), Food Safety Team Leader & Placement Coordinator

Amity University – Noida, Uttar Pradesh, India

July 2011- Apr 2015

- Professor at Amity Institute, Supervised two Projects for MBA Students and Assignments
- **Data Analytics** Successfully implemented WASC Accreditation, ABET, Rajiv Gandhi National Quality Award and achieved the highest NAAC Accreditation for the University.
- Implemented ISO 22000, Food Safety Quality Management System for 12 Cafeterias, and served as a faculty for MBA, M Sc, and B Tech students.
- Maintained a Quality Assurance Management plan across all work areas, developed and managed quality assurance metrics for performance improvement of all teams, specified standards and methods to determine product quality, managed practices to ensure quality throughout all phases of development, and ensured that technical solutions matched the standards. Achieved the highest Teaching Learning Feedback Score from students and served as the Placement Coordinator for the Amity Institute of Biotechnology.

Project Officer (Medical & Doping Control)

Organizing Committee, Commonwealth Games Delhi 2010, Govt. Of India

July 2009 – Jun 2011

- Developed SOPs and policies for Doping Control Program and managed selection, training, examination, and roster of Doping Control workforce during Games period.
- Managed the database of 500 Doping Control Technical Officials and Anti-Doping Administration & Management systems & Independently handled Doping Control as Venue Doping Control Manager for FIH World Cup Hockey in Delhi in 2010, and played a major role in training 500 Doping Control Officials on procedures as per International standards & WADA Guidelines.

Quality Assurance Manager & Management Representative

Jan 2008 – Jul 2009

- Achieved multiple certifications including ISO 9001:2000, ISO 13485:2003, and CE for the organization according to MDD 93/42/EEC, developed risk analysis according to ISO 14971, and completed a project with UNFPA and the Philippines government.

Microbiologist, Quality Assurance

Tilda Ricelands, UK & India

Aug 2005 – Jan 2008

- Experienced in ensuring compliance of standard operating procedures, microbiological and mycotoxin testing, sanitation, and hygiene of the plant, as well as involvement in ISO 17025 Quality Management System Audit and related documents.

Technical Expert (Part Time)

Equalitas Certifications Pvt. Ltd.

Jan 2008 – Jan 2010

- Experienced in ensuring compliance of standard operating procedures, microbiological and mycotoxin testing, sanitation, and hygiene of the plant, as well as involvement in ISO 17025 Quality Management System Audit and related documents.

EDUCATION

Bachelor of Science (B.S) In Microbiology Delhi University, India- 2003- Merit

Master of Science (M.S) In Microbiology, H N B Garhwal University, India- 2005 -
Topper - Gold Medalist

Master of Philosophy (MPhil/M. S) In Quality Management, BITS Pilani, India- 2014

Post Graduate Diploma in Management, AIMA, India 2009 -

Doctorate in Education (Ph.D.) Honorary – *Cambridge International Open & Online University- Canada 2022*

PROFESSIONAL CERTIFICATIONS

Executive Leadership Program, Indian School of Business (ISB), **India 2023**

Project Management – IIT, Delhi, India (CEP) 2012

Diploma in Bioinformatics, BII, India (Hybrid) 2006

Diploma in Total Quality Management – (Hybrid) IITM, Chennai India 2008

Certified Auditor ISO 9001, 22000, 50001

ASSOCIATION WITH PROFESSIONAL BODIES

- Member of Quality Council of India, Association of Microbiologist of India, All India Management Association & Board Member of Regional Committee by Confederation of Indian Industry on Skills and Education.
- Editorial Board member for Indian Journal of Microbiology & Journal of Management Research and Analysis by INNOVATIVE PUBLICATIONS.

AWARDS

Erasmus Mundus Fellow, Bath Spa University- UK & Slovenian Quality Assurance International Expert from India, Young Leader Awardee twice, Judge – QCC competitions by CII, Copyright Granted by Govt. Of India 2023 on IQAF.

SKILLS

- Leadership
- Risk Management
- Time Management
- Cost Management

- Problem Solving

- Communication skills

LANGUAGES

English

Native

Hindi

Native

Enclosure – Publications/Articles & Achievements

Dr. Jyoti Bansal

ACHIEVEMENTS/AWARDS/PUBLICATIONS /ROLES

Educational Qualification

- M Phil/MS, Quality Management, BITS Pilani 2012- 2014 (9.94 CGPA) (Topper)
- M.Sc. (Microbiology) from H.N.B Garhwal University, 2005 (Gold Medalist)
- B Sc. (Microbiology), Hons, Delhi University, 2003
- Honorary Doctorate (Ph.D.), Cambridge International Open Skills University, 2023

Professional Certifications/Qualifications

- Women Leadership Programme, Indian School of Business(ISB) – February-April (2023)
- Course on Making Quality Work in Higher Education, Boston College, United States – June 2021
- Certificate in Project Management, IIT Delhi – 2012
- Post Graduate Diploma in operations Management from All India Management Association, 2009
- Diploma in Total Quality Management ISO 9001:2000 from IITM, Chennai,2007
- Certified Internal Auditor for ISO 9001: 2008 (Quality management Systems), QS Trainings,2010
- Certified Lead Auditor for ISO 22000 (IRCA) Food Safety Management System, Intertek, 2013
- Certified Lead Auditor ISO 9001:2015, Quality Management System, BSI,2018
- Certified Internal Auditor for ISO 50001 (Energy Management system), BSI -2014
- Certificate Course on Management Consulting Fundamentals, Jindal Institute of Behavioral Sciences, O P Jindal Global University (A Grade),2019
- Training on Computer Fundamentals, Windows, and MS office – APTECH,2001

Experience

2020-2023	<ul style="list-style-type: none">○ Director (Quality Assurance & Accreditation) & Chief Compliance Officer, Rice Group, Adamas University. (2020-2023)○ Educational Consultant – Adamas Tech Consulting Pvt Ltd, Bangalore India 2023
2019-2020	<ul style="list-style-type: none">○ Associate Director (Institutional Affairs), University of Petroleum and Energy Studies (GUS), UK
2015-2019	<ul style="list-style-type: none">○ Joint Registrar (Quality & Compliances) O P Jindal Global University, Haryana○ Deputy Registrar (Quality & Compliances)○ Assistant Director (Quality Assurance & Accreditation Office)○ Manager (Quality Assurance & Accreditation Office)

2011-2015	<ul style="list-style-type: none"> ○ Assistant Professor, Amity Institute of Biotechnology – Amity University Noida ○ Placement Coordinator, Amity University ○ Internal Quality Assurance Coordinator- Office of Quality Assurance & Enhancement, Amity University ○ Food Safety Team Leader, Amity University
2009-2011	<ul style="list-style-type: none"> ○ Project Officer (Medical & Doping Control), Commonwealth Games, New Delhi 2010, GOVT OF NEW DELHI
2009-2010	Part Time Lecturer Microbiology, Institute of Health Sciences, Noida
2008-2009	<ul style="list-style-type: none"> ○ Quality Assurance Manager & Management Representative, Contech Devices Pvt Ltd, Noida/Singapore
2005-2008	<ul style="list-style-type: none"> ○ Microbiologist, Tilda Riceland's Pvt Ltd (Gurgaon/United Kingdom) ○ Management Trainee
2014	<ul style="list-style-type: none"> ○ Consultant, Autumn leaf consulting Pvt Ltd , 2014

ROLES HELD ACROSS ORGANIZATIONS

ACADEMIC ADMINISTRATION at O P Jindal Global University & Amity University

Managed academic compliances as per statutory guidelines (BCI/UGC/COA/Haryana Govt), ensured submission of reports & proposals to government & Pvt Organizations for grant & awards, serving as member on different committees Internal Quality Assurance, NAAC, Construction Review, and Compliances. Developed performance indicators measuring institutional effectiveness; founder of Internal Academic Review committee. Formulated & regulated different policies & regulations for academic & administrative departments. Monitoring and review of student research & Choice based credit system across schools. Published first ever Research Brochure for the university in 2016 compiling all information on grants & publications.

QUALITY ASSURANCE/CERTIFICATIONS & ACCREDITATIONS across all organizations

- ☐ Audited Food safety management system & Quality Management system, Formulated Risk management plan for Medical Devices based on ISO 14971; Coordinated for implementation of different Quality Management standards for ISO 13485/22000/CE Mark/9001:2015/14000.
- ☐ Developed model for three tier Quality Audit across schools for execution. Led IACBE/AACSB/ACBSP/SAQS Accreditations for Business school.
- ☐ Independently handled NAAC & UGC 12(b), Council of Architecture Assessment for OPJGU in 2015 securing NAAC A Grade & Autonomy. Ensured complete database & documentation of International Collaborations/Research/Students/. Created manual & policies Anti-doping program for CWG.

TEACHING & LEARNING at Amity University

- ☐ Modular teaching for Project Mgt/Drug Designing/quality Mgt to MBA & Mtech Students along with designing of course curriculum. Member of Faculty Review Board.

TRAININGS & BRIEFINGS at OC CWG & Contech Devices

- ☐ Handled 500+ workforce for Doping control program, represented Indian Olympic Association in Singapore Youth Olympics 2008 & National Games- Ranchi 2009. Managed briefings for workforce, Doping Control officer for Badminton grand Prix Tournament & World Cup Hockey 2009.
- ☐ Organized training workshops for Principals of ITI's with CII, CM's Haryana Secretariat for students, Outcome Based Teaching learning, Best Practices across Schools.

1 CONSULTANCY ASSIGNMENTS; Freelancing

- ☐ Technical expert to Beverly Beverages, Golden Wheat Mills (CCD Supplier), Fire N Grill (Food), Autumn Leaf Consulting implementing International standards, Auditing & Accreditations.

LIASONING & PUBLIC PRIVATE PARTNERSHIPS across all organizations

- ☐ Liasoned for MOU' with Confederation of Indian Industry/ Government of Haryana/ National Ant doping Agency

2 RESEARCH & PUBLICATIONS

- ☐ Project with Institute of Microbial Technology, Chandigarh on yellow discoloration of Rice, Set up Mycotoxin Analysis using ELISA Technique bringing business for organization.
- ☐ 6 Research papers, 2 Articles, 2 Paper & 1 paper presentation and Text book for Sikkim Manipal University.

Achievements

- International Expert from India with Slovenian Higher Education Agency (SQAA/NAKVIS)- 17.02.2022
- Selected for Erasmus Mundus Fellowship, Bath Spa University UK, 2021
- Invited to give lectures at various Universities and forums across India
- Review Board Member of Journal of Management Research & Analysis.
- Freelancing Wrote Study Guide for Sikkim Manipal University on Total Quality Management: Tools & Techniques
- Nominated for One Day Workshop on NAAC Assessment & Accreditation – Jadavpur University & West Bengal State Council of Higher Education (2022) by Adamas University, Chancellor
- Thanks Note from CII Chairman for organising events at O P Jindal Global University.
- GATE/MAT cleared with 345 All India Rank 90.14 Percentile
- Gold Medallist in Master Degree – University Topper (All Semester)
- Special Merit certificate for distinction in subject in graduate degree.
- External IQAC Expert – SBS University , Dehradun
- All Universities worked till now are graded with A by NAAC – National Assessment & Accreditation Council

Awards /Copyrights/Patents

- Promising New Leader Award, Adamas University- Kolkata West Bengal 2022
- Best Leader (Academic Support), Adamas University- Kolkata West Bengal, 2021
- Copyright from Govt. Of India L 118203/2022 on Internal Quality Assurance framework and guidelines for assessing Quality of multidisciplinary higher education Institute, 2022- Exclusive
- Nominated as Member Coordinator of the Accreditation Team, by Govt. Of India- UGC, NAAC 2019

- Invited as a panellist member of Judge for Quality Circle Supervisory Skills Competition (Regional/National Level) by Confederation of Indian Industry. 2014/2015/2016
- Award of Honour by CII, 2021 as Jury Member for 34th QC Circle Competition, Regional Final

Memberships

- NAAC Assessor - Empanelment as Assessor by National Accreditation & Assessment Council of India - 2018
- Association of Microbiologists of India- Life Member
- Life member of Quality Council on India
- Editorial Board member for Journal of management Research and Analysis and Indian Journal of Microbiology and Related Research". Innovative Publications.
- Member of Northern Regional Skills and Education Committee of Confederation of Indian Industry

Research Publications /Articles

- Challenges & Issues for 21st Century in Indian context to Accreditation & Quality Control: A review, "Psychology and Education" with ISSN: 0033-3077 http://psychologyandeducation.net/pae/index.php/pae/ARDA_JOURNAL_13377, April 2021
- The true meaning of Quality Education, April 2020 <https://blog.upes.ac.in/the-true-meaning-of-quality-education/>
- Choosing a career; Not as difficult as you would have thought! Education. Jagat, March 1-15, 2020 <http://educationjagat.com/NewsDetail.aspx?Article=609>.
- Business Management as a Profession rather than Scientific model for Academic Quality Excellence by Education Post - July 12, 2019.
- <https://theeducationpost.in/business-management-as-a-profession-rather-than-scientific-model-for-academic-quality-excellence/>
- How Does Accreditation Contribute to Improved and Higher Quality in Higher Education Quality Magazine, Quality Council Of India Pg. 74 Issue July- Sep 2017 <https://www.qcin.org/PDF/Comman/Quality%20India%20book.pdf>
- Article on Building Quality Culture: Prerequisite to your quality Journey" Quality Magazine by Quality Council of India Pg. 58 January- March 2017. <https://www.qcin.org/PDF/Comman/QCI%20MAG.pdf>
- Jyoti, Singh Shweta (2012), State of Total Quality Management in Pharmaceutical Industry IJMT, Vol 2, Issue 3, 2249-1058; http://www.ijmra.us/project%20doc/IJMT_MARCH2012/IJMRA-MT777.pdf
- Jyoti, Strategic and Operational Aspect of Supply Chain Management in Retail food Sector: A Global Perspective, IJRM Special issue July,2012
- Jyoti, Priya Goel (2012), Effect of C: N ratio on Amylase Production by Bacteria isolated from soil International Journal of Applied Biotechnology and Biochemistry, Vol 2 (No.4) October Issue ISSN 2248-9886.<http://www.ripublication.com/Volume/ijabbv2n4.htm>
- Jyoti, Dixit Tripta (2012); Today's need for Quality and Regulatory regime in Healthcare Industry.
- Sharma Rekha, Bansal Jyoti; Scope of Public Private Partnership through FDI in India in Agriculture sector: A Review, Journal of Management Research and Analysis.

National/ International Workshops- Conferences & Seminars

- National Level Workshop for Dual Mode Universities,2019 by National Assessment & Accreditation Council- University Grants Commission,2019
- One-month Training as Microbiologist in Quality Control in VITA Milk Plant situated in Ballabgarh, Haryana
- Training on Basic Life Support skills in Clinical skills laboratory (Maulana Azad Medical College), Government of India,2009
- FDP on “Training the Trainers Entrepreneurship” from Nov 19th -30th Nov 2012 by Department of science and Technology, Government of India
- FDP on Amity Academic structure; Systems on May 30-31, 2011
- FDP on Usage of Amazon on June 15th, 2011
- FDP on Examination, Evaluation Grading and Promotion: Its importance in Student development on June 24th,2011
- 10th International Accreditation Conference 2017 by SEAA (Standards for Educational Advancement & Accreditation Trust, New Delhi); Nov 6-7 2017, IIC.
- One-day training program on Advance QC tools and Quality Circles on 19th August,2013 by CII
- National Seminar on Quality in Higher Education; Identifying, developing and sustaining Best Practices, 16th – 17th May,2013 by Amity Institute of Education in association with NAAC.
- 8th Quality Conclave at New Delhi for 8th -9th March,2013 by Quality Council Of India
- Workshop on Technology Transfer and Management by BIRAC 14-15 Feb,2013 at New Delhi
- 55th International Research Conference on Retail Managing Business on Economic Crises by The DYPDBM Centre of Excellence Dr. DY Patil University, Navi Mumbai on 15th December,2012
- 37th National Research Conference on Entrepreneurship, Employability and Business Education ,27th to 28th November ,2012 by AIMA CME 4: Research Paper on: Education Vs Employability: A paradigm shift
- Workshop on Mentor Mentee System at Amity on June 30th ,2011

Poster/Paper Presentation

Paper Presented:

- Education Vs Employability: A paradigm shifts at 37th National Research Conference on Entrepreneurship, Employability and Business Education, 27th to 28th November, 2012 by AIMA CME.
- Today's need for Quality and Regulatory regime in healthcare Industry in 55th International Research Conference on Retail Managing Business on Economic Crises by The DYPDBM Centre of Excellence Dr. DY Patil University, Navi Mumbai on 15th December,2012
- **Poster presented:**
- Failure mode effect analysis of medication dispensing process in a tertiary care hospital with outcome analysis and recommendation” In 18th Pradanya, International Conference, Healthcare India: opportunities, challenges and innovation, 3-6th Oct 2013.
Venue- Institute of Health Management Research (IIHMR), 1 PD Marg, Near Sanganer Airport Jaipur (302011), Rajasthan, INDIA