"Study and Development of Quality Management System for Educational Institutions"

Dr. B. P. Mahesh[1]
Professor & Head, Dept of IEM
JSSATE, Bangalore

Ullas Nandan Kumar A S[2]
Master Of Engineering Management
Dept of IEM
JSSATE, Bangalore,
Karnataka,
India

Abstract: In this present competitive world in order to survive in any sector quality is very important aspect. Quality management system plays a crucial role in Educational institutions In order to achieve competitive advantage. Quality Management System (QMS) is a collection of business processes focused on achieving quality policy and quality objectives to meet customer requirements. It is expressed as the organizational structure, policies, procedures, processes and resources needed to implement quality management. The Quality Manual is outline of the organization and format of documents used in the Quality Management System (QMS) as well as the roles and responsibilities of the personnel responsible for management of the Quality Management System (QMS) and for management of the technical procedures. The present study focused on Quality Management system of various educational institutions and Quality manual is developed for Educational institute. With slandered frame work of Quality management system consisting of Management Responsibility, Recourse Management, Product Realization and Measurement, Analysis and Improvement. Quality management system, Records keeping, Management commitment to quality. To be accredited to International organization for standardization (ISO) 9001 (from 2000), an independent auditor has to certify that the organization meets the above requirements of the Standard. The key points for the improvement of education are scientific and technological development, social changes and organizational changes. Education efficiency and success don't depend just on quantity but as well on quality. The quality indicator system of education, as well as the criteria related to the quality indicators help organization to identify the crucial areas of their activities, their own advantages, disadvantages and development opportunities. By implementing Quality Management system organization can achieve greater competitive strategy, grater response time, this will increases brad name and this will helps in documentation and coordination with in the system.

Key words: Quality management systems, ISO, Quality Manual, Quality Management System (QMS) frame work.

1. Introduction:

The set of procedures an organization needs to follow in order to meet its objectives is called as management system. Just "our way of doing things" is the slogan for some organizations, there may not be official system. In some organizations, more likely that procedures need to recorded to ensure everyone is clear on who does what. This

process of systemizing how things are done is known as management system. The International organization for standardization (ISO)9000 family addresses various aspects of quality management and contains some of International organization for standardization (ISO) best known standards. The standards provide guidance and tools for companies and organizations who want to ensure that their products and services consistently meet customer's requirements, and that quality is consistently improved. Quality Management System (QMS) is a collection of business processes focused on achieving quality policy and quality objectives to meet customer requirements. It is expressed as the organizational structure, policies, procedures, processes and resources needed to implement quality management. Quality management systems in Higher Education have been developed for a number of years to improve professional standards. Several attempts have been made to develop methods that would be modelled on ISO 9000 and Quality Management System (TQM), but some of these models were developed to evaluate a business process in the quality field. Education is looking for a management concept that would direct the collective efforts of all managers and employers toward satisfying customer expectations by continually improving activities. The Quality Manual should outline the organization and format of documents used in the Quality Management System (QMS) as well as the roles and responsibilities of the personnel responsible for management of the Quality Management System (QMS) and for management of the technical procedures Quality management system(figure1) plays a crucial role in Educational institutions In order to achieve competitive advantage. Quality management system consisting Recourse Management, Product Realization and Measurement, Analysis and Improvement, Quality management system, Records keeping, Management commitment to quality.
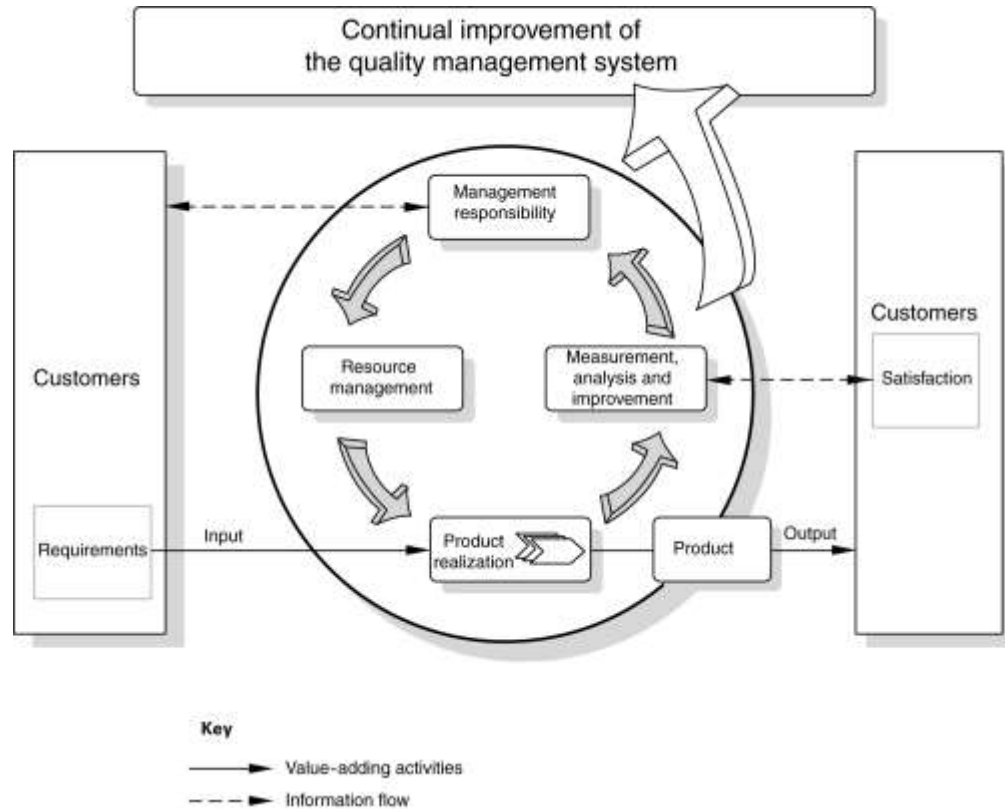

Figure 1. Quality Management System

2. Literature Survey:

Dr. R. Venkatanarayanan (2015), Reality and Novel Research on ISO 9001 gives the importance of ISO standards in Pharmacy educational Institutions, growing organizations. Secondly, to know the updates and basic difference between ISO 9001: 2008 and ISO 9001: 2015. Over the past 60 years the implementation of ISO became more in the competitive society. There are around more than 40 number pharmacy colleges in Tamil Nadu. Still many more colleges are yet to get approval to begin. It makes pleasure that the circle of the pharmacy is getting unlimited. Method: ISO simply says: "say what do you do" and "do what you say". The competitions among the educational institutions are becoming more and more. As per basic local market standard, when there is a demand in the market usually there will be more chances for defilement and dishonesty. Methods of accountability in the education system are failure. Yet to refine and get a newer technology and methodology for assessment. Result: Pharmacy is one of the health care profession also, a practical and product oriented course and hence the adulteration may result severe risk to the society and people. The results are duplication/ manipulation of the task, creating new type of formats, cooking up the results during the time of audit, week internal audit and random inspection process, poor understanding of roles and responsibility, double or triple entry of the same values, vague and blurred concept on ISO standards, etc. The educational institutions must check the quality of the education program provided. Many of the organizations and the institutions are following the ISO standards but, lagging behind Measurement, analysis and improvement. Lack of internal communication, review, follow up, corrective action and tuning and changing the corrective action if not found effective. Quality system will develop by strengthening the internal audit program. This research article may help growing organizations, institutions and other public community shops to lead a quality product by their system.

Jan M. Pawlowski(2007) , In 2005, the new quality standard for learning, education, and training, ISO/IEC 19796-1, was published. Its purpose is to help educational organizations to develop quality systems and to improve the quality of their processes, products, and services. In this article, the standard is presented and compared to existing approaches, showing the methodology and its advantages for educational organizations. However, since the standard is a reference model, it has to be adapted to the needs and requirements of an organization. Hence, the main aspect is the adoption and implementation process: How can ISO/IEC 19796-1 successfully be implemented in educational organizations and support the variety of involved actors? To answer this question, the quality adaptation model identifies steps and instruments to bring the abstract standard into practice.This article shows how to use and adapt the new quality standard for learning, education, and training, ISO/IEC 19796-1 (ISO/IEC, 2005), to improve the quality of processes, products, and services of an educational organization. The main objective is to show how actors in educational organizations can use this standard and organize the adoption process. Generally, quality is an issue of increasing importance in educational organizations (Ehlers et al., 2005). However, there are currently no commonly accepted approaches (Kefalas et al., 2003). To implement a quality system in an educational organization, four main steps are necessary: context setting, model adaptation, model implementation/adoption, and quality development. Each step should be performed with a broad range of actors to raise awareness and consensus. To facilitate this process and to develop a quality system for an organization, the use of the ISO/IEC reference model for the description of quality approaches (QAM) was recommended and demonstrate.

J. Michalska-Ćwiek(2009), The purpose of the study is to help the universities in implementing the Quality Management System (QMS). This paper presented detailed description of the process of implementation quality management system according to ISO 9001: 2008 standard, which has the significant influence on improving the quality of education. The various factors, which decide on the quality of the university have been described. The basis of the quality management system according to ISO 9001:2008 standard, which is the processes oriented were also presented. The own research gives the consciousness about all elements related to the quality and which have crucial impact on the quality management system in education. It can be stated that quality in educational process is understood as the agreement with settled requirements or the degree of the fulfillment of customers' requirements or other interested parties, or also the degree of the fulfillment of the assessment criteria (e.g. to didactic tools, lecturers, the results of teaching, needs, satisfaction etc.). The universities which implemented the quality management system according to ISO 9001 standard, stay in eyes of their customers as credible, reliable and well organized. This raising of the prestige, and assumption of better position in the ranking of universities results directly from the advantages, which the implementation of the quality management system brings. Those are

   a. the assuring the system management for the resources and knowledge,
   b. starting the constant process of improving the university,
   c. guaranteeing the efficient flow of information about each task and their realization,
   d. Improvement of functioning the university and its management,
   e. Quick and effective solving problems,
   f. avoiding the mistakes (instead of repairing them,
   g. the change of approach to the quality of education,
   h. the improvement of planning and budget discipline,
   i. increasing the productivity and effectiveness's of the university,
   j. the growth of responsibility, motivation and commitment of the workers.

At present the certified system of the quality management by the university becomes one of the most important requirements at concluding various contracts. The certificate of such a system confirms that the given university is organized and managed in the way which assures the fulfilment of all undertaken obligations.

H. Abd Rahman, F.A. Mohd Rahim, N. Mahyuddin(2003) Much has been said about Quality Management System (QMS) in the education industry. This paper looks into the successful implementation of a Quality Management System (QMS) at a university level, especially focusing on built environment program. The implementation of the Quality Management System (QMS) in the programs has helped the faculty and departments to be more creative, innovative and determined in developing, managing, and maintaining the processes and the standard of quality education. In an increasingly competitive education industry, a Quality Management System (QMS) can be regarded as a necessary system in monitoring and evaluating the performance of the programs and as a means to become competitive. This paper presents the observations of the authors on how the Quality Management System (QMS) has helped the departments for the Faculty of Built Environment at the University of Malaya focused on the

quality of teaching, course content and feedback analysis using the Quality Management System (QMS). The authors feel that Quality Management System (QMS)has contributed towards the courses being recognized by an international professional body. Through the Quality Management System (QMS), the faculty has managed to produce quality students and this has helped maintain employability of its graduates. The authors feel that through the main focus areas of Quality Management System (QMS) namely: measurement of performance, customer satisfaction feedback and continuous improvement processes, the implementation Quality Management System (QMS) in the education sector is worthy as its name suggests.

Dr. Pallavi Mehta(2013) Quality is the currency which is universally acceptable. In the recent years' service sector has been overtaking manufacturing sector the world over. In India too, the service sector has been emerging as the dominant component of the economy. Certain types of services have been growing particularly rapidly. Higher education services are the most important. There are indications that in India, services will grow even more rapidly in the coming years. Investment as well as job generations too will be for greater in services compared to manufacturing. Factors for promotion and further growth of services in India are abundant, human resource, good export potential and services have an ever widening range. The service sector in India has been growing not only in volume but also in variety, sophistication and complexity. Increased affluence as well as leisure, the advent of many new and technical products, and the new complexities of life, economic reforms, explosion in technology, liberalization has led to the growth of many new and existing service sectors. As for higher education rising consciousness of its benefits coupled with the growing ability to pay for it has led to an upsurge in the student population seeking higher education, especially technical, management and computer education. India's comparative advantage in global terms lies not so much in manufacturing as in services and the service sector is blooming rapidly. It is full of export potential and India can press for the needed changes in the dispensation and try to maximize its services export. The ISO 9000 model of quality systems is built upon the principle of achieving customer satisfaction by preventing nonconformity at all stages in the supply chain. If the right tasks are carried out right the first time, there will be no waste; costs will be at a minimum and profits at the maximum.

3. Objective:

The objective of this paper was aimed at the development of a comprehensive Culture based Quality Management System Standardization(Quality Manual), Improvement Implementation Frame work for   Technical Education Institute, suitable for   Organization and quality management practices, to help them achieve better quality delivery. By providing a framework for the effective implementation and continuous improvement of Quality Management System (QMS), it is expected that there would be improvements in customer satisfaction, reflecting the better management and control being applied to Management.

4. Methodology:

The data for the study will be collected through Primary and secondary sources through formal and informal ways. Approaches is employed to collect the relevant information associated with the current status of Quality Management System (QMS) practices and organizational culture issues in order to standardize the management practice in Technical Education Institute. That is by frame of Quality Management System.

❖ **Quality Manual Framework**

Scope

General

Terms & Definitions

Basics of The Manual

Amendment Control and Brief History

About the Institute

Definitions and abbreviations

❖ **Quality Management System**

General Requirements

Documentation Requirements

❖ **Quality Manual**

Control of Documents

Control of Records

❖ **Management Responsibility**

Management Commitment

Customer Focus

Quality Policy

Planning Quality Objectives

Quality Management System Planning , Responsibility, Authority, and   Communication

Management Review

❖ **Resource Management**

Provision of Resources

Human Resources

General

Competence, Awareness, and Training

Infrastructure

Work Environment

- ❖ **Product Realization**

   Planning of Product Realization

   Customer Related Processes

   Determination of Requirements Related to the Product

   Review of Requirements Related to the Product

   Customer Communication

   Purchasing Information

   Verification of Purchased Product

   Preservation of Product

   Control of Monitoring and Measuring Devices

- ❖ **Measurement, Analysis, and Improvement**

   General

   Monitoring and Measurement

   Customer Satisfaction

   Internal Audit

   Monitoring and Measurement of Processes

   Monitoring and Measurement of Product

   Control of Nonconforming Product

   Analysis of Data

   Improvement

   Continual Improvement

   Corrective Action

   Preventive Action

Figure 2. Documentation structure

5.Conclusion:

Quality Management system is set of policies and procedure for an organization to achieve Standardization. By implementing Quality Management system we can achieve greater competitive strategy, grater response time, this will increases brad name and this will helps in documentation and coordination with in the system.

The key points for the improvement of education are scientific and technological development, social changes and organizational changes. Education efficiency and success don't depend just on quantity but as well on quality. The quality indicator system of education, as well as the criteria related to the quality indicators help schools to identify the crucial areas of their activities - their own advantages, disadvantages and development opportunities.

- Added Brand value
- Quality assurance to students and stakeholders
- Clarity in organization and its operations
- A good frame work to ensure overall improvements

The term quality, which encompasses economic, social, cognitive and cultural aspects of education, is perceived as an integral feature of the educational process and its results. By providing high quality educational services, educational institutions play an important role in the development of the national economy, of the society as a whole and of its individual members. Total quality can only be achieved by establishing an innovative organization, one that is flexible, which can adjust quickly to changes in its environment and is capable of learning. To improve education quality, an essential factor of economic and social development in the 21stcentury, it is crucial to reduce the huge amount of

knowledge students are supposed to master, focusing their attention to a system of basic knowledge, on creativity, problem-solving and lifelong learning.

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