

A Review on Total Quality Management in Educational Institutions in India

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ABSTRACT

Total Quality Management (TQM) is undeniably a major factor that will affect the policy of educational institutions to satisfy different stakeholders, including students, parents, industry and the whole society. The paper is an effort to explain the effects of TQM's conceptual use in educational institutions. This addresses issues of performance of education and goes on to define variables that affect the quality of education in educational institutions.

One such measure, which is going to revolutionize the educational system, is the application of TQM concepts in educational institutions.

1. INTRODUCTION

Total Quality Management, TQM, is a method that allows management and employees to participate in the continuous improvement of goods and services production. This addresses issues of performance of education and goes on to define variables that affect the quality of education in educational institutions.

One such measure, which is going to revolutionize the educational system, is the application of TQM concepts in educational institutions.

2. IMPORTANCE OF QUALITY EDUCATION

The new theories of economic growth have highlighted the role of human capital as the key to economic growth which is focused on developing the application of developed knowledge to address common societal problems.

Higher education roles can also be defined as follows;

A Looking for new insights and looking at old knowledge and principles in the light of new requirements and discoveries;

B Helping individuals grow their potential in all walks of life;

C Bringing universities closer to the public by knowledge extension and its problem-solving applications.

3. TQM IN HIGHER EDUCATION

In higher education institutions, TQM issues are addressed, especially as they relate to efficiency and funding. Training is a series of actions or operations that contribute to reading, preparation, and/or educational achievement at the end of the education process. An educational institution's transformation process consists of activities carried out to spread knowledge, carry out research and provide service to the community.

Higher Education Customer: Students are generally regarded as end-customers. There are two type of customers : (i) the training cycle for staff and (ii) the learning mix for internal customers to meet the material needs of the course viz Activities of teaching, research and extension.

Teaching: Teaching is the backbone of any educational system. It will promote better teaching-learning interaction through teaching methods in accordance with learning goals.

Research: Research is focused on information discovery.

Extension: Extension activities are aimed primarily at applying the knowledge developed to address the society's common problems. The system of higher education does not operate in isolation. There are many interfaces, including sociology, culture, economy, technology, politics, etc. A strong higher education is used to address the social problem that affects these interfaces. This helps to encourage the growth of local communities through participation of local people. Agricultural production is always related to the benefits of the farming community. It also helps to reduce inequality by building employment opportunities through placement. In collaboration with university laboratories, commercial companies are working to develop new products.

Place and accountability: The institution's location also defines the option of higher education. It is generally observed that students prefer institutions located in closer vicinity of their villages or town. The role of location becomes less significance if the educational institutions offer a course of relative superior quality coupled with the phenomenon of high demand and low supply is where students are willing to relocate for educational purposes. In addition, a system that is more accountable to the various higher education stakeholders will generate better interests.

Physical evidence: From utilities and other points of view services, physical evidence also acts as a important attraction to end users.

Creating awareness: Institutions also use promotional methods to facilitate better reach among stakeholders, including educational fairs.

People: People are at the core of any event. College learning is the prime objective of the education system to make it possible for tomorrow's people to be successful. Parents need to be informed about the development of their wards on an ongoing basis in order to get their feedback to improve the system. The role of employers is vital in providing employees with intrinsic and extrinsic motivational factors. To strengthen the institutions, they must imbibe the changes in the external environment.

Leadership: Institutional leaders should set goals, principles of organization, and standards of success. Nevertheless, because they lack the necessary authority, the implementation of these values and objectives are difficult for them through the higher education layers.

Transformation of culture and organisation: Most business organizations have embraced TQM and turned the culture of their company into a culture of maximum value involving elements such as collaboration, involvement of staff, consumer and market orientation, etc. This is one reason why interdisciplinary research and study is a rare occurrence.

Customer Identification: Customer loyalty is another aspect of the customer problem here. Loyalty to the consumer is very important in businesses because repeated purchases by the direct impact of loyal customers on profitability. Higher education, however, is "once in a lifetime event". If students are considered clients, this concept only this makes sense if they donate to the alumni. Nevertheless, if employers are consumers, repeat means of purchasing every year recruitment from the same university/ college.

4. CONCLUSION

On the basis of analysis the conclusions derived, the suggested approaches for TQM in University and Colleges are summarized as follows:-

1. Identifying customer needs
2. Specific quality standards
3. Bench marking
4. Identifying gaps in the existing system.
5. Planning for improvement
6. Implementation of improvement plans
7. Monitoring and evaluation
8. Modification of plans.

The formation of Quality Circles is a prime step in TQM. The heart of quality management is improvement in teaching-learning process. Voluntary effort of all staff and faculty from “top to down” and from “bottom to up” levels are needed for TQM. Improvement in TQM is to be in all service areas viz. *Library, Academic, Administrative and Finance*. The following processes are suggested in the colleges and universities in India for quality up gradation, to begin with :

1. Performance of teachers to be appraised by students
2. Class P. T. A meetings
3. Department meetings
4. Time Table which includes teaching hours, seminars, exam etc.
5. Student Faculty Forums (Quality Circle)
6. Faculty Administrative Forums
7. Class-room feedback services, viz. exam, quizzes, seminars, etc.
8. Alumni
9. Student support services cell sports, counseling, library, etc.
10. Social Audit team—To inspect documents and performance in every six months (Performance improvement reporting system).

Depending upon type level and nature of education institutions appropriate models may be adopted. But the quality systems adopted and all procedures must be in *documented form*. It will help further tuning up of the system and refinement of methodology.

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