

# **MONITORING QUALITY PERFORMANCE IN EDUCATIONAL INSTITUTIONS AND LIBRARIES**

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- 1. Principles and Concepts of QMS**
  - 2. Standards for Quality Performance**
  - 3. Quality Records and Best Practices**
  - 4. Monitoring QMS in CIST: case study**
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# Higher education gets big boost !

1. Education Ministry:Rs.445 Billion allocation
2. Plan budget of higher education:9600 Cr.
3. UGC gets a budget of 4375 Cr.
4. To cover 430 Universities; including 128 Deemed Universities
5. To cover 5Lakh Teachers & 14 million students
6. 1353 Cr. to tackle drop outs [ girl & rural]
7. Edn loan.- 5 lakh stu.: Merit scholarship.-1 lakh students
8. Broadband Internet facility to 6000 colleges
9. Nat. Mission on Edn. Through ICT )

## REFORMS / TARGET

1. Teaching posts in sc. & tech. are vacant : 53%
2. Attract talents with higher pay scales; 60% hike
3. Encourage quality research and 'brain gain policy'
4. Quality Assessment & Accreditation Mandatory
5. Develop world class educational institutions
6. Entry of foreign educational providers
7. Provide quality education and training
8. Focus on teacher capacity building
9. Employable skill devt. Programme
10. Benchmark of excellence
11. Equal Opportunity Offices- Schemes for disadvantaged sections

# QUALITY MANAGEMENT SYSTEM

1. NAAC Assessment
2. NBA Assessment
3. ISO Standards
4. 6-Sigma Certification
5. CMM Certification
6. Statistical Tech / Bench Marking

## **ISO IS A 'NICK NAME'**

**derived from the root of the Greek word  
'ISOI' (as in the case of ISOMETRICS and  
ISOBARS) which means**

**EQUAL, UNIFORM, CONSISTENT**

**ISO Standards are compiled, published and  
revised/updated by the International  
Organization for standardization located in  
Geneva, Switzerland**

- British Standard Institute, London**
- Bureau of Indian Standards, New Delhi**

ISO 9000 is a series of generic standards for building, operating and documenting QMS

The mission of ISO is to provide international standardization to facilitate world-wide exchange of goods and services

To serve in this competitive world, we are required to implement quality management programme that delivers an edge in  
**Productivity, Profitability and Performance**

# **ISO STANDARDS**

**ISO 9000 QUALITY MANAGEMENT SYSTEM**

**ISO 14000 ENVIRON. MANAGEMENT SY.**

**ISO 8000 SOCIAL ACCOUNTABILITY**

**ISO 18000 SAFETY MEASURES**

**ISO 10240 TERMINOLOGY**

**ISO 3534 SYMBOLS**

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**ISO 9001 Released in the year 2008(Latest)**

# ISO PROCESS ELIMINATES :

(5-Rs)

1.REWORKS

2.RECALLS

3.RETURNS

4.REJECTS

5.REGRETS

# PRIMARY SOURCES OF INFORMATION

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- ▶ JOURNALS
- ▶ TECHNICAL REPORTS
- ▶ PATENTS
- ▶ STANDARDS
- ▶ CONFERENCE PROCEEDINGS
- ▶ THESES & DISSERTATIONS
- ▶ GOVT.NOTIFICATIONS &GAZETTES
- ▶ REPORTS OF COMMITTEES  
&COMMOSSIONS

# TYPES OF STANDARDS

- Measurement Ex-Bulbs, Blades
- Composition Ex-Cosmetics, Drugs
- Performance Ex-Paint, Cement, Steel
- Terminology Ex-Dict. Of terms, Abbreviat
- ISO 9000 SERIES : QUALITY PERFORMANCE

## What is QUALITY?

“Fitness of a product for use” - JURON

“Totality of characteristics and features of a product that bears its ability to satisfy the stated or implied needs of the customers”

The ability to satisfy the needs of the customers:  
Both expressed and implied needs

## QMS : CONCEPT AND PRACTICE

- Sorting defective products
- Prevention of defects in the process
- Improvements in the process and products
- Quality assurance to customers

# 8 PRINCIPLES OF QMS

1. Customer focused organization
2. Leadership
3. Involvement of people
4. Process approach
5. Systems approach
6. Continual improvement
7. Factual approach to decision making
8. Mutually beneficial supplier relationship

## CUSTOMER FOCUSED ORGN.

- Customer becomes the focal point of all activities of the organisation.
- Customer is the hub, around him all planning and programming activities revolve.
- Customer is the fulcrum.

## DEVELOP LEADERSHIP QUALITIES

- There should be provision/freedom to develop or promote leadership qualities at all levels.
- Encourage to develop leadership qualities for constructive purposes
- Everybody should be able to take initiative and contribute to the development of the organisation.

## *INVOLVEMENT OF PEOPLE*

- Everyone should be made to understand quality systems and the objectives, including the policy or vision statement.
- Each staff of the organisation should have commitment---- contribute and cooperate for improvement.

## *PROCESS APPROACH*

- All the divisions or department have to be considered as a single process aiming towards the common goal.
- Compartmentalization of tasks or functions is not acceptable

# *SYSTEMS APPROACH*

1. Define the objectives
2. Determine the functions
3. Identify the components
4. Establish logical sequence
5. Have total perspective
6. Develop feed-back mechanism
7. Evaluate the system
8. Develop adaptative mechanism

## ➤ CONTINUAL IMPROVEMENT

*KHAISEN APPROACH:*

Day-to-day improvement.

Step by step  
improvement/incremental  
improvement.

## CONTINUAL IMPROVEMENT

Organisation should project improvement on continual basis-  
Every half-yearly.

Project the objectives by reducing them into measurable terms/statistics.

## DECISIONS:FACTUL APPROACH

Decisions be taken on facts /data.

Scientific approach while arriving at conclusions.

Do not encourage traditional believes and practices/sentiments.

## ➤ MUTUALLY BENEFICIAL RELATIONSHIP.

Relationship between the organisation and the suppliers.

Quality materials be supplied though the price is higher.

Suppliers be made to understand quality concepts of the orgn.

## WHY OF QMS

- **1. Confidence to the top management**  
(achievement and improvement)
- **2. Confidence to customer**  
(intended quality is delivered)
- **3. Confidence to the employees**  
(sustain and up-to-date skill)

## NEED FOR QMS

1. Customer needs are becoming more stringent
2. Uniformity is insisted for global marketing
3. Eliminates the process of assessment by the buyers
4. Gives boost to export of products/services
5. To improve quality of products on continual basis
6. To improve efficiency and performance of staff

6. People appreciate their organ and love their jobs

7..To meet customer needs beyond expectation

8..To gain recognition as top class/world-class orgn.

9..To face competitive global market

10.To reduce cost for the benefit of customers

11.Products work better and last longer

12.Waste gets reduced in the system

**.TO BE PROFITABLE**

**2.TO BE RECESSION- PROOF**

**3.TO GAIN CONFIDANCE**

**4.TO ENCOURAGE CREATIVITY**

**5.TO IMPROVE PRODUCTS/SERVICES**

**6.TO ACHIEVE CUSTOMER SATISFACTION**

**7.TO ACHIEVE GLOBAL COMPETITIVENESS**

**QUALITY MOVEMENT MAKES THE ORGANIZATION**

- Customer oriented**
- Revenue oriented**
- Technology oriented**
- Employee oriented**

# CUSTOMER DELIGHT

**GOING BEYOND THE EXPECTATIONS  
OF THE CUSTOMER TO CREATE  
'DELIGHT'**

**Example:** Refrigerator – Warranty period

Membership – 15 Min. allow to borrow

## **1.QUALITY POLICY-**

Simple,Ideal/ ambitious, yet achievable

## **2.QUALITY OBJECTIVES-**

- \*Should be in measurable terms.
- \*Organization should demonstrate continual improvement.(Action oriented statements)

## **3.QUALITY MANUAL-**

Pt-1.About the organization

Pt-2.Conduct of teaching programme

Pt-3.Procedures and work instructions

Pt-4.Formats for capturing data

# PROCEDURES & WORK INSTRUCTION

ADMISSION

CONDUCT OF EXAMINATION

PURCHASE OF EQUIPMENT

HOUSE-KEEPING & SAFETY

CONDUCT OF REVIEW MEETINGS

APPOINTMENT AND TRAINING

EQUIPMENT MAINTENANCE

LIBRARY MANAGEMENT & SERVICES

STUDENT GRIEVANCES

INTERNAL AUDIT

## FORMATS FOR CAPTURING DATA

Details of students

Feed-back from students

Feed-back on training

Report on equipment maintenance

Progress report of lesson plan

Details of faculty/staff

Library recommendation slip

Evaluation of faculty

Non-compliance report

Summary of internal assessment

List of topics for seminars/projects

Feed-back on guest faculty

Library use statistics

Cumulative index of attendance

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-Skill matrix

Training matrix

Competitors' activities

## ☐ **FEED-BACK OF STUDENTS**

- ☐ Rating on teaching programme
- ☐ Methodology of instruction
- ☐ Library facilities & services
- ☐ Laboratory infrastructure
- ☐ Multimedia teaching aids
- ☐ Extension programs
- ☐ Security & house-keeping
- ☐ Rating on performance of faculty

# FEED BACK ON LIBRARY PERFORMANCE

1. Rating on performance of staff
2. Rating on library resources
3. Rating on reading & browsing facilities

AUDIT: 1.Financial Audit

2.Performance Audit

ISO Slogan:”Do what you say;  
say what you do;  
show the records.”

□ You are going to define the objectives, set the procedures and fix the responsibilities.

□ Auditors/assessors will verify for conformances. In this process they may come across non-conformances.

# NON-COMPLIANCE REPORT

## 1.CRITICAL

Risk to life/health

## 2.MAJOR

50% of the classes

## 3.MINOR

Absence of adequate books/catalogue

## 4.OBSERVATION

Misplacement of books/quality records

## 1.CORRECTIVE ACTION

To close the audit NCRs/objections

Within the specified time

Fix the responsibility and time target

## 2. PREVENTIVE ACTION

What other departments do on  
referring to the audit observations

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OCCURANCE(P.A) & RECURRANCE(C.A)

## ✓ REVIEW MEETINGS

Monthly meeting

Pre-determined agenda

Specific decisions

Responsibilities be fixed

Time-target be fixed

Verify the effectiveness after implementation

Raise non-compliance reports

PLAN – DO – CHECK - ACT

PROOF OF QUALITY EDUCATION  
(QUALITY RECORDS)

1. Attendance signed by the students
2. Statement of marks
3. Certification for lesson plans
4. Feed-back from students
5. Distribution of courseware
6. Conduct of extension programs
7. Placement records.

# PROOF OF QUALITY SERVICES IN LIBRARIES (QUALITY RECORDS/BEST PRACTICES)

- 1.O.P.-Attendance signed by the students
- 2.Reference registers
- 3.Circulation statistics
- 4.Feed-back from students
- 5.Distribution of library guide /book-lets
- 6.Conduct of extension programs
7. Inter-library lending statistics
8. Records of handling readers' grievances

## (QUALITY RECORDS/BEST PRACTICES)

9. Internet log book: use statistics
10. Reminders against non-return of books
11. Time lag between recommendation & arrival
- 12 . Books recommended & actual procurement
13. Circulation of new arrival list
14. Time taken for issue of membership
15. Creation of library blog
16. Subscription to on line journals
17. Prizes : who have borrowed max.books.NLW

# **ACTION PLAN FOR LIBRARIES**

1. Define the Vision/Policy/Objective statements
2. Lay down the quality procedures
3. Build IT based infrastructure
4. Develop quality/need-based collection
5. Fix responsibilities and time frame
6. Up-date professional knowledge and experience
7. Develop competency and skill
8. Meet expectations of library users
9. Create 'customer delight'
10. Project continual improvement
11. Provide user education and training
12. Rely upon web/on line resources

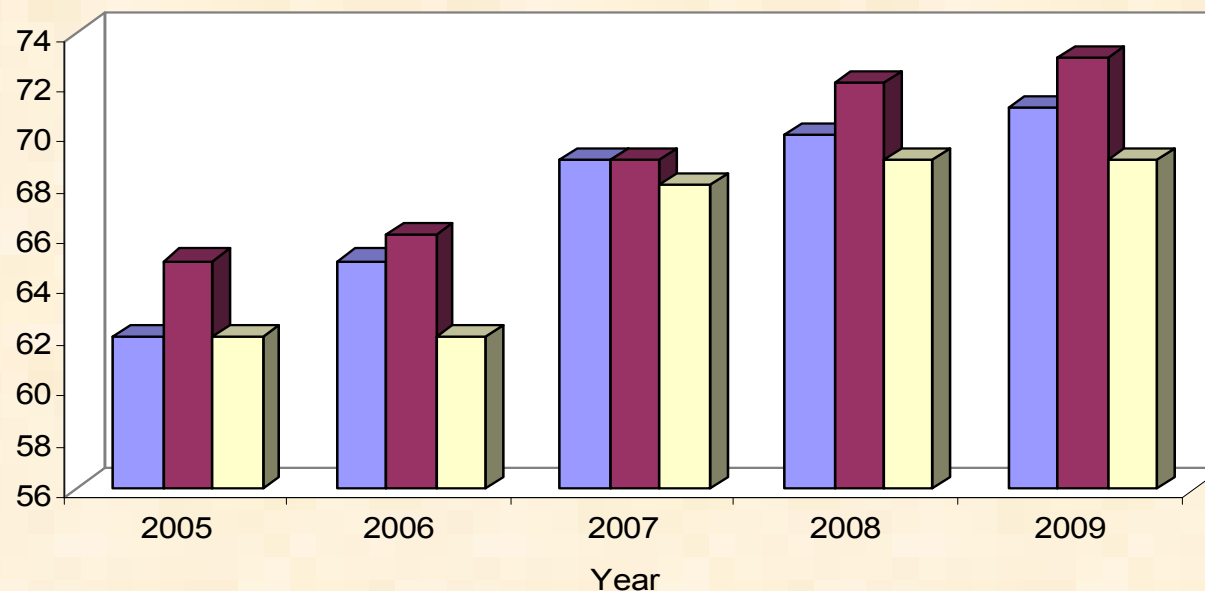
## Strength of Librarian depends on

- Knowledge of information sources & centers
- Ability to establish good rapport with readers
- Should be a scholar and voracious reader & writer

# CONTINUAL IMPROVEMENT-*CIST*

| Rating on the Criteria                                          | 2005 | 2006 | 2007 | 2008 | 2009 |
|-----------------------------------------------------------------|------|------|------|------|------|
| Reading and Internet Browsing facility                          | 62%  | 65%  | 69%  | 70%  | 71%  |
| Information Resources available in the Library Holdings         | 65%  | 66%  | 69%  | 72%  | 73%  |
| Performance of the Library staff in reading information service | 62%  | 62%  | 68%  | 69%  | 69%  |

Rating on the Criteria



■ Browsing Facility ■ Information Sources ■ Staff performance

# SPACE UTILIZATION

- According to convenience of customers
- Involve every staffs in decision making process
- Total perspective is to realise objectives, economical and effective means
- Change indicate progress
- Rely upon feed back and experience, aim for improvement (Khaiser Approach)
- Automate functions and modernise infrastructure in view of current trend and expectations of customers.

# THANK YOU

