

# Total Quality Management in Higher Education



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## Abstract

The 21<sup>st</sup> Century has created a new Environment for education in general and Higher education in particular. The revolution in the field of information, broadcasting and communication technologies have opened new vistas for higher education and peoples are now talking "borderless education". This leads to a different level of competition in the field of higher education. This demands, maintenance and sustenance of quality in higher education. In India the big experiment for promotion, concept of quality in higher education started and accepted has been more précised in the year 1994. Now in India (2019) there are total central, state & private universities are 878 and 39701 colleges. 22 million students enrolled in a year. 37% Arts, 19% Science, 18% Commerce & Management, 16% Engineering & Technology. It is important that the quality and standard of Indian higher education institutions are a major source for providing the human capital required for knowledge production. In this paper to discuss the concept of TQM and to examine the ways in which the quality of higher education institutions in India can be improved using the TQM mechanism.

Total quality management to measure the quality of higher education as like engineering, education, teacher education. So change and development need to be made in the field of higher education. TQM is the need of the hour. TQM is a necessary way to maintain the standard & quality in education. TQM ensure quality the quality of education. The goal of quality education to a great extent depends of our educational system. This paper also advocates the role of higher education in the society.

**Keywords:** Quality, Total quality Management and Higher Education.

## Introduction

Total Quality Management is a management approach that originated in the 1950's and has steadily become more popular since the early 1980's. Today institutions of the higher education are expected to perform roles drastically different from the one for which they were established. Present day seekers of higher education look for educational programs with specific objectives that would add value to their services in the national and international workplaces. This demand of higher education with higher levels of aspiration poses new challenges to the universities that provide educational leadership to the colleges and the research centers affiliated to them. TQM has evolved as an overriding concept in the field of quality in recent years. It is a philosophy that subsumes earlier methods of inspection, quality control and quality assurance. TQM assumes that quality is the consumer of the service/product perceives. TQM has five components: customer, continuous improvement, training and development, teamwork and measurement. In higher education Technical education, is controlled by AICTE & maintain the quality for technical education. Each one should understand the "Quality higher educations are highest good". By the TQM we will create world class institutions with computer training for lectures & common distribution of projects & facilities.

1. TQM is a management system which improves the quality of higher education.
2. TQM gave the tools for quality education.

## Aim of the study

Higher education can be categorized in various stages like globalization; liberalization & privatization are driving higher education and change the meaning of education.

1. To Make higher education more relevant to social and economic ;
2. To study the importance of quality in higher education institutions
3. To analyze the importance of TQM in Higher education institutions.

4. To ensure comparability of provision and procedures, within and between institutions,

#### Review of Literature

Thapa (2011) concludes by saying TQM is the latest in a parade of models, recipes, programs, frameworks and slogan for guiding academic reform. It provides a tool to help own responsibilities because everyone in the institutions. TQM advocates that everything and every body in the organization are involved in the academic institutions for continuous implement.

Rajani Bhalla (2012) "Study on Indian Higher education: A TQM Perspective" in Research world- Journal of Arts, Science and Commerce International Referred Research Journal VOL-third Issue-2 October 2012 ISSN 2229-4686. Objectives of the study

1. To study the need of continuous quality, Improvement, Components of TQM & Challenges of TQM in Higher education.
2. To study the means and strategies adopted by different education institutions for ensuring TQM.

The Major findings are: The higher education system of India had passed from various difficult situations in post independence period. The authorities involved in the management of higher education system in India like UGC, AICTE, DEC, BCI, have made serious efforts to improve the quality education in India..

T. Sudha (2013) "Total quality management in higher education institutions" in International Journal of social science & Interdisciplinary Research Vol.2(6) June(2013). Objectives of the study 1.To discuss the importance of quality in higher education institutions.2.To know the actions required for implementation of TQM principles.3.To determine the success of TQM actions through various measures. The major findings are :1.The economic, social cultural technological changes contribute knowledge society. The present growth of economic growth can be substantially increased in India becomes super power in knowledge society. Top management through their supervision of all process should ensure that every body committed to achieving quality.

Ajeenkya D.Y Patil, Dr. Gagandeep Nagra Dr. R.Gopal (2014) "A study on total quality management in higher education" in International Journal of Management VOL.5 Issue-5 May(2014) ISSN-0976-6502. Objectives of the study:-1To study the quality improvement.2 To study the different challenges related quality management. The major findings are 1.TQM in Educational institutions is the need of hour.TQM will help Attain excellence which only can Guarantee the survival of institutions in a highly competitive world.

Pushpa (2016) "Implementation of total quality management higher education institutions in International Journal of scientific engineering & research Vol.4 Issues 5<sup>th</sup> may 2016 ISSN 2347-3878.

Objectives of study:-1.To study the importance of quality & quality management in HEI.2.To Understand the principles of TQM that is important for quality substance & improvement.3.To analyze the importance of TQM in HEI in economic development of a nation.

The major findings are: The success of higher education institution depends on their management strategy have to identify classify analyze & react to the effect approach. This study reveals that TQM will have an excellent impact on the institutions goals, mission, vision,& creates value in enhancing quality and assuming growth.

#### Role of Higher Education in The Society

Indian higher education is best with elusive triangle of quantity ,quality, and equality .But now higher education system has been reduced to producing students as marketable products instead ethical creating a good citizen. But higher education is facing many problems like good teachers, good infrastructure,& quality education. So higher education has the added responsibility to strengthen the value system in the society. By the Kothari commission the following roles of the universities higher education institutions in the modern society. By the teachers and students and through them in society generally, the attitudes and values needed for developing the good life in individuals and society. By the higher education we can reduce social cultural differences. So higher education imparts in depth knowledge and understanding so as to advance the students to new frontiers of knowledge in different walks of life. It develops the student's ability to questions and seek truth and makes him competent.

#### Need for Quality Education

To provide quality education there should be a dynamic curriculum, which brings knowledge and skill to the technical education aspirants to equip themselves to meet the global needs and challenges. The Total Quality Management will enable the integration of all functions and processes within an educational environment to achieve continuous improvement to provide customer oriented quality services. The need of research in TQM, in various issues of education are; teaching learning process, curriculum design and development, quality in education, stakeholder's participation in academic matters, methods of student evaluation and assessment, skills and knowledge required for the graduates (all level), industry requirements, and customer satisfaction.

The concept of TQM though borrowed from the industry has worked wonders for educational institutions across the globe. The open and in-house training programmes aim at spreading awareness on "Quality in Education".

All training prorammes are designed, developed and delivered on the basis of Total Quality Management principles and practices. TQM works on the premise of continuous improvement. The objectives of the training sessions are to help institutions understand and imbibe the concepts of quality and its applicability in the Education sector. Also, institutions will adopt a process approach to Excellence. The key to the success of initiatives like TQM in Education is continued support, whole-hearted involvement and commitment from all members in the institution right from the top management.

**Dimensions of Quality in Higher Education**

In higher education, the adoption of quality control has been superficial and diluted by the exercise of academic freedom. It is usually difficult to apply the futures of quality to higher education considering the fact that quality requires team work. The quality of higher education is very important for stakeholders like students, staff etc.

**Product Quality Dimensions**

Gavin (1987) proposed the quality in eight dimensions:-

1. Performance is concerned with the primary operating characteristics of a product. In higher education performance is the ability expected of a graduate.
2. Futures characteristics that supplement the basic performance functions. In higher education flexibility of course offering could be a future.
3. Reliability can be considered as to what extent the knowledge gained is correct, and up-to-date.
4. Conformance the extent to which a product meets the established specification/ standard. For higher education, it can be defined as the extent of meeting the established educational standards and its own premises to the client.
5. Durability the product's assumed life to perform satisfactorily is durability. In higher education, it can be defined as the depth of learning.
6. Serviceability is concerned with the repair and field service of the product. In higher education it is concerned with handling of complaints from students, staff and industry. Some also emphasize the continuous updating of their alumni as evidenced by professionals like the Chartered Accountants through their magazines, newsletters and continuing education to provide after training service.
7. Aesthetics in the context of product, it is concerned with the design, looks, colour and presentation, and how the customer views it.
8. Perceived quality is yet again subjective like aesthetics ad 'customer' opinion is more appropriate in service quality dimension. For a product too, through branding, the customer perceives a certain degree of confidence on quality.

**Basic Principles of TQM**

Approach	-	Management
Scale	-	every one is responsible for
Philosophy	-	Prevention not
Standard	-	Right First
Control	-	Cost of
Theme	-	Ongoing

**Basic steps of TQM**

1. Planning
2. Organization
3. Executing
4. Evaluation
5. Feed Back
6. Bench marking

**Advantages**

1. To provide quality assurance
2. Continuous improvement

3. Meeting standards
4. Establish Performance
5. Problem solving tool
6. Reliability
7. Maintain human relationship among inside and members.
8. Employees participation
9. Team work
10. To build image of the institution.

**Disadvantages**

1. Top management commitment
2. Changing Organization Culture
3. Improper planning
4. Continuous Training & Education
5. Expensive Time consuming process

**Conclusion**

Enhancing quality is a holistic process. The synergistic relationship among the students, teachers, management, parents, public, government and the production system is essential to achieve an enduring multiplier effect on quality enhancement. Quality assurance and accreditation in higher education is defined as systematic management and assessment of procedures adopted by higher education institution or system to monitors performance and to ensure achievement of quality improvement.

It is also to be underlined that in the process of education for quality of character development, good quality character of the teacher is a supreme importance. We are thus required to demand from the teachers a very exacting role. For the fulfillment of this role, teachers themselves must feel inspired to learn the lessons of self-control and to foster harmonious blending of wisdom, will, courage, compassion, harmony, and competences of various kinds that are directly relevant to the new tasks of teaching learning process. Then only we achieve our challenges in India. Still, TQM provides an opportunity for all educational institutions to get quality at each and stage and provide different alternatives to manage quality in a holistic manner.

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