

EDITORIAL

If you want Quality, create quality culture within your institution

Why Quality?

In Engineering Education, today, every one wants quality. Quality is considered as an imperative for more than one reason. It is required on moral grounds, as a professional demand, as a survival necessity in the competitive environment and as an accountability instrument. It is also required as a tool for self-improvement!

It is also required due to the internalization, globalization and privatization of the Engineering Education. Not only this, but quality is also required, if we want "India to be a super power by 2020." Ninety percent of our Educational institutions are affiliated, which is considered to be a curse. To get out of this curse, institutions must try to become autonomous, which is impossible without Quality.

The present status of Quality.

It is 14 years since NBA was set up for assessing quality of the institutions, but there has been no appreciable change in the Quality status of the institutions. Only about 15% to 20% of the institutions have sought accreditation; and the remaining institutions have not bothered about seeking accreditation. Though, it is said that accreditation has been made mandatory, no action seems to have been taken against the defaulting institutions.

It does not mean that there is no Quality, at all. No, there is some Quality, may be by default that has come of its own accord without any efforts on the part of the Principals and the managements; or some institutions got the quality inputs, thanks to the effort by the TEQIP, IUCEE and corporate like the WIPRO and INFOSYS. But still we are far away from a Quality, which can be considered to be satisfactory.

Who is responsible for Quality?

The task of bringing in Quality has not been assigned to any one; but some Principals are taking some steps in their Institutions for Quality. This may be because of their enthusiasm and their urge to do something for the institution. They have a look at the NBA requirements and try to meet the same; they may try to adopt some best practices noticed at other institutions: but they do not seem to follow any scientific method nor think of seeking assistance from any professionals or Quality consultants.

This being the situation, it is felt that MHRD, the AICTE, and the State Directorates should assign the task of bringing in Quality to the Management and Principals of the institutions with a time frame attached to it. At the same time, these policy makers and administrators should undertake a massive programme for training and educating the Principals and Managements in Quality Education and its implementation.

The way out.

In the meanwhile, we would like to recommend to those Principals and Managements who are trying to bring in Quality, to use Total Quality Management Philosophy as a launching pad for their Quality efforts. This philosophy is based on the concepts of Vision, Mission and Goals; principles of continuous improvement of processes, constancy of purpose, team work, total participation, scientific approach and system thinking, and most importantly taking into account the voice of customer !. It is envisaged that such an effort will help create an environment, conducive for the growth and development of a quality culture within an institution. Once, this philosophy is adopted, the institutes and the education imparted through these institutes will become most effective, meaningful and fruitful. Quality education and subsequently, accreditation by either the NBA or the ISO or the NAAC will not be a problem and the institution will be marching ahead with full confidence on the unending path of Quality and Excellence, reaching higher and higher peaks and helping to realize the dream of "India to be a super power by 2020".

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