



Total Quality Management a need in education system

*Neha Shroff **Dr. Kavita Dave

* Lecturer in Mathematics and Statistics GLS (J.P.Shah) Institute of Business Administration, Ahmedabad

** Assistant Professor in Statistics GLS S.M.Patel Institute of Commerce, Ahmedabad

ABSTRACT

The "Fate of the Nation is decided in the Classroom." A remark made by the Education Commission of India. Quality which not only works in business but also in education can be achieved by doggedness, changing attitude and by training every staff member. TQM which is applied in education faces new challenges due to various changes in nature of administration and student, large and multileveled classroom, technologically advanced, the new style in educational content and the way of delivering the lecture. TQM tools can bring changes in educational manner which can be imparted in schools and colleges which results in increase quality of learning for all the stakeholders especially the principal customer "THE STUDENT." The purpose of this study is to highlight the need of TQM which can be used to transform the education system in India.

Keywords : Continuous improvement, educational management, total quality management

Introduction

The word QUALITY has many different definitions ranging from conventional to those that are strategic. Quality is a structured process for improving the output produced. Walter A Shewart, a physician at AT & T's Bell Lab in the 1920's and 1930's used statistics for industrial process to improve the quality of manufactured goods. The fuse of quality revolution was lit by W. Edwards Deming, a disciple of Shewart, who introduced a clever twist to his teacher's theory of checking quality by shifting statistician checks from the inspection stage to the inception stage. He is regarded as the father of what is now known as Total Quality Management. Deming believed that responsibility for quality management should lie on the shoulder of everybody in an organization. The report of Indian Education Commission (1964 -66) States. "The destiny of India is being shaped in classroom". Dr Edwards Deming's principle for quality control was first adopted in Japan in 1950' whose goods were preferred even in America. Deming(1986) suggested that customer is the most important person in the whole production process and so the customers need in present and future should not only be known but also his "complaints" should be attended with top priority. Shazli Hasna Khan, (2012) (11). Deming's philosophy is prone to put quality in human terms. When a firm work force is committed to doing a good job and has a soled managerial process in which to act, quality will flow naturally. Quality is driven by customer and market focused. Quality is predicable degree of variation for adopted standards and dependability of low cost Arcacro Jerome S. (1997) (1).

Quality is ensured by making sure that each individual has the building blocks necessary to do his or her job properly Arcacro Jerome S. (1997) (1), Shazli Hasna Khan, (2012) (11). In the public sectors of nation one of the service industries is that of EDUCATION. The long term prosperity and well being of both nation and their people is shaped by the quality of education given to them. The future of our country and of our people is determined by the quality of education provided. Shazli Hasna Khan, (2012) (11). Quality is created in an environment where educators, parents, government officials, community representatives and business leaders work together to provide students with resources they need to meet and future academic business and social challenges. To Juran's (1960), the pursuit of quality is never ending it is an ongoing process,

not a one shot program.

Total Quality Management Principles

"TQM is a process for successful empowerment and autonomy to employee. It is a company driven process through people, involving changes in people's attitude, processes and products and continuously looking for new ways to adapt to the changing environment. "Corrigan (1995) gives definition with an emphasis on customer satisfactions that is dedicated to total customer satisfaction through continuous improvement in the effectiveness and efficiency of the organization and its processes (9).Arcaro (1997) stated that: The quality of education will improve only when administrators, teachers, staff and school or College Board members develop new attitude that focus on leadership, team work, co-operation, accountability and recognition. Whenever member of the organization will keep in his mind the issue that quality is customer focus. Arcacro Jerome S. (1997) (1). Quality requires hands on leadership by school and College Board members and administrators. Massive training should be imparted to everyone in the educational institution and there must be total involvement of the organization to achieve quality transformation and a TQM culture. Muhammad Arshad Dahar (2010) (7).The national goal cannot be achieved without educational development. TQM is an approach to improving the effectiveness and flexibility of the organization designed to fulfill the needs of their clients or customer-"The student". Thus, the emphasis for TQM to achieve quality education can be made by transforming teaching methodology, curriculum, organizational and management process within schools and colleges, in a way which serves student, parent and community interests. Education must be considered as a team game. The management of the institution, the principal, the teachers, parents, employers and everyone has a stake in the education and hence are responsible for its success. Shazli Hasna Khan, (2012) (11). Deming says, "Knowledge is prediction and knowledge comes from theory. Experience teaches nothing without theory. Do not try to copy someone else success. Unless you understand the theory behind it and trying to copy it, can lead to complete chaos". It is always seen and heard that success has been so difficult to duplicate. Without understanding the theory behind the success of other successful school and who try to copy always fails. Willain Glasser, M. D. (1992) (12).

Application of TQM in education

TQM has become essential in academic organization. Deming willing that the managers could create an environment in which best quality and low cost exist and at the same time be concerned with the continued employment of their workers. Some of the most commonly contribution of TQM in education are as follows.

1. To adopt a new philosophy. The transformation of a Total Quality Education in schools, colleges, begins with the adoption of a shared vision and dedication to quality by the education board, administration, staff, students, parents and community. Arcacro Jerome S. (1997) (1). In all, growth comes from change by learning and implementing a new philosophy or something new. The quality vision focuses on meeting the needs of the customers providing for total community involvement in the program, the added value of education support system that the staff and students need to manage change, and continuous improvement always striving to make the product of education better.
AL-Fayyad Mahmoud Ahmad (2)
2. Customer focus. Quality begins with the customer and ends with the customer. The student is the teacher's customer as the recipient of educational services provided for the student's growth and improvement.
3. Total involvement –Top management commitment. It is the philosophies, ideologies, values, assumptions, beliefs, expectations, attitude and norms that knit an organization together and are shared by employee. They must know what it is, they are committed to that what they must do. These obligations cannot be delegated. Support is not enough: action is required". Everyone must be involved in the transformation of quality. Management should be focusing on the quality. The staff and students should be provided by full support by the school or college administrative management team to bring the change with commitment to achieved quality program.
4. Measurement. An adequate measurement system should be developed by every quality organization that can be used to priorities quality improvement action appropriate.

Educational professional must learn to measure quality. Not only students should be measured but the top management levels, staff, and administrators should also be measured in view of their involvement. School colleges measure the quality of their output by student's achievement. Test score are the first measures of student output. Only by viewing education as a system an educational professional can eliminate waste from education and improve the quality of every educational process.

5. Continuous improvement. The heart of TQM is Continuous improvement. The term "continuous improvement is derived from the Japanese term KAIZEN meaning small but continuous improvement. The basic concept of quality is that everything can be improved. According to the old management philosophy, "If it isn't broke, don't fix it". Quality is based on the concept that every process can be improved and that no process is perfect. According to new management philosophy, "If it isn't broke, improve it, because if you don't, someone else will".

Conclusion.

To promote Total quality in your schools and college it's necessary to analyze in advance some of the potential pitfalls and obstacles. Without training Total Quality can't be achieved. Therefore, School and colleges must invest resources in training by educators who can build bridges of linguistic and conceptual understanding between business and education. A desire for learning comes ultimately from within the individual and within the organization. For the transformation of educational organization with the implementation of TQM, depends on many factors such as full involvement of the management, the size of the institution, private or public organization, and involvement of the people's strength, maturity of the student, staff, and administrator. The TQM principles can be applied to primary school, high school, higher secondary schools, colleges', administration process of school or colleges or universities. Benefits of TQM include sharp employed, morale, better team work among departments, bridging faculty- staff functions, increased quality from customer's viewpoint and continuous development of everyone who is part of educational institution and should adopt and implement the principles and pillars of TQM.

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